FIELD SERVICE BULLETIN

FSB Number   FLCCFSB2007 - 362/Rev1
Author   Oke Christiansen
Date   Tuesday, December 11, 2007
Subject   **GSM - MOTORAZR² V8 - Media Finder Hang / Can't play MP3 song**
Model Affected   512MB and 2GB Version dependent on SW Version
Level Of Repairs   1

Problem

Service is aware of an issue, when copying an MP3 file containing GEOB tag in the ID3 header (optional field), the phone cannot playback the file and the media player list cannot be refreshed. (GEOB = General Encapsulated OBject)

Affected Software Versions:

512 MB Version
Wave 1   -- R601_G_80.41.xxR
Wave 2   -- R601_G_80.42.xxR
Wave 3   -- R601_G_80.43.xxR
Wave 4 Bundle 2   -- R601_G_80.44.xxR

2GB Version
Wave 3   -- R601_G_80.53.xxR
Wave 4 Bundle 1   -- R601_G_80.54.0xR

NOT Affected Software Versions:

2GB Version
Wave 4 Bundle 3   -- R601_G_80.54.5xR
                      R601_G_80.54.6xR
Wave 5   -- R601_G_80.55.xxR
Wave 6   -- R601_G_80.56.xxR

Solution

A software solution was identified and integrated into the software versions listed below and all later releases to resolve this issue.

512 MB Version
Wave 1   -- END OF LIFE before implementation
Wave 2   -- END OF LIFE before implementation
Wave 3   -- END OF LIFE before implementation
Wave 4 Bundle 2   -- R601_G_80.44.2CR

2GB Version

Wave 3   -- END OF LIFE before implementation
Wave 4 Bundle 1   -- END OF LIFE before implementation
Wave 4 Bundle 3   -- R601_G_80.54.5CR
Wave 5   -- R601_G_80.55.02R
Wave 6   -- R601_G_80.56.00R

Field Service Action

When servicing affected model GSM returns with customer complaints related to "Cannot playback a MP3 file" or "Media Player List cannot be refreshed", then:

1. Confirm the customer complaint is related to this issue by attempting to access the Media Player.
2. Then, per the normal service procedure, re-flash the unit with the latest approved software for your region equal or later than the releases listed above.
    a) If the customer complaint is determined not to be related to this issue, then follow normal troubleshooting techniques per the customer complaint.

Note:
If a software equal or later than the releases listed above has not been approved in your region, then:

a) Perform a Master Clear which will clear all user added audio files from the phone.
    However, the issue re-appears by adding a MP3 file with GEOB tag in the ID3.
      Menu -> Settings -> Phone Settings -> Reset -> Delete All Data
      Enter Security Code = 000000 (default)
b) Search for a MP3 file in the file manager which can not get played and delete it.

Service Inventory

No Action Required

Call Center Action

When responding to customer inquires regarding this issue, work with the customer to confirm the complaint and identify whether or not a software upgrade is available to resolve this issue.
If a software upgrade is available to resolve the issue, inform the customer to return the unit to an authorized service center for repair, per this FSB.

Service Entry Code

Global Service Codes

Complaint Code: OPR07 - Operation - Hangs/ Freezes/ Locks up

Problem Found Code: OPR07 - Operation - Hangs/ Freezes/ Locks up

Reference Designator:

Repair Code: SWU08 - SW upgrade/ Reflash - CSB/ FSB