



Consumer Solutions & Support
US Competency Center
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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-287 (Rev. A)
Author: Tony Bryan
Date: November 10, 2005
Total No. of Pages: 6
Subject: GSM ROKR E1 – iTunes Activates Incorrectly
Phone Models: GSM ROKR E1
Level of Repair: 2

Problem

Service is aware of a couple different failure modes, which may be seen on the GSM ROKR E1 product, related to a Misaligned, Undetected, Unformatted, or Non-Functioning Trans-Flash Card. These Trans-Flash Card failure modes may result in the iTunes application not activating correctly. Please use the information in this Field Service Bulletin to assist in identifying the problem.

Scenario #1 – Misaligned, Undetected, Unformatted, or Non-Functioning TF-Card
Observed Phone Symptom: Press iTunes Key (Green Music Key) and the phone never proceeds beyond this screen.

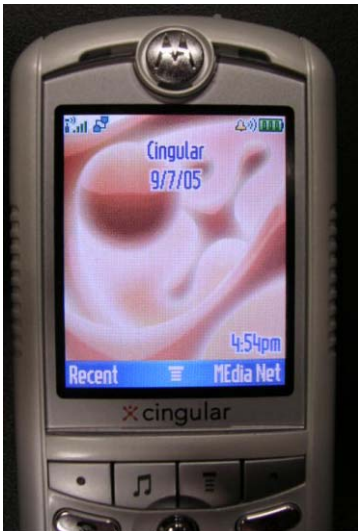


Action:

1. Try Re-seating Trans-Flash Card, if this fails to address the issue, proceed to the following steps.



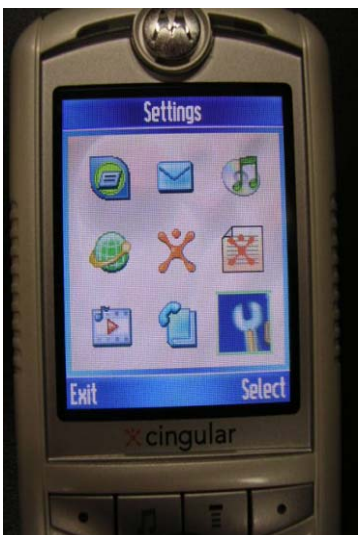
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- Action:**
2. Hit Red "End" Key to get to the Main Screen



- Action:**
3. Depress the Menu Key or Center Joystick to go to Main Menu.



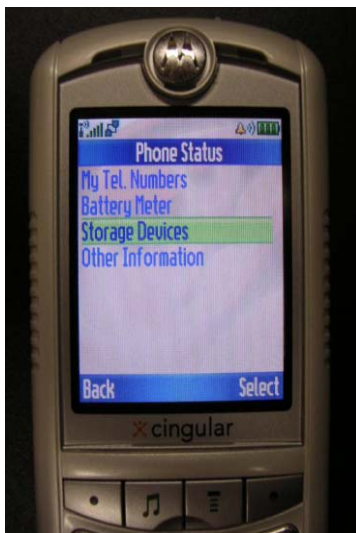
- Action:**
4. Move the Joystick and select "Settings" (the wrench)



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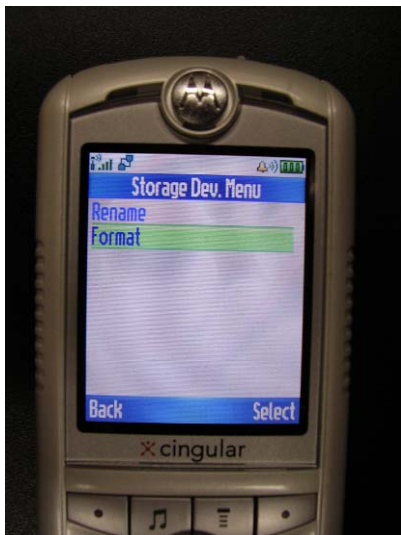
Action:
5. Once in the “Settings” menu scroll down to “Phone Status”



Action:
6. Select “Storage Devices”



Action:
7. If “Unformatted” or “Damaged” the message will appear.



Action:
8. Select "Format"



Action:
9. Select "Yes"



Action:
10. "Format Failed. Try Again" select "Yes"
11. If Formatting does not work, the Customer has a damaged Trans-Flash Card.

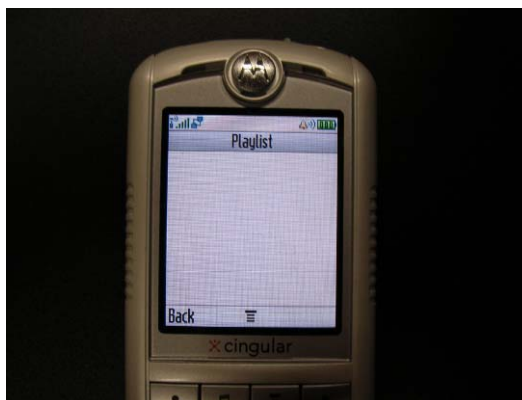


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Scenario #2 – Misalignment, Undetected Trans-Flash Card

Observed Phone Symptom: Press iTunes Key (Green Music Key) and the iTunes application on the phone opens but one of the following are true

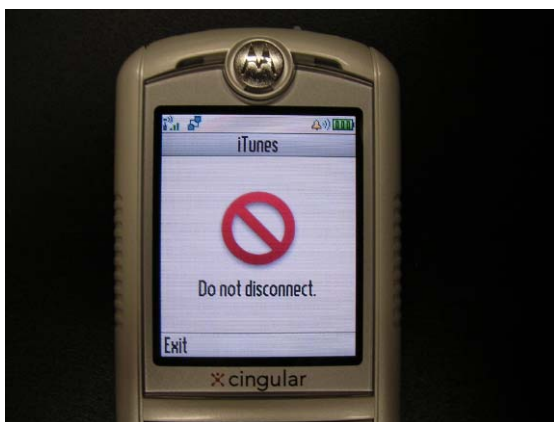
- When “Playlist” is selected on the phone, none of your music appears
- When connected to PC/Apple Computer, the phone does not appear in the iTunes window and will not automatically download music.
- Trans-Flash Card does not show up in phone menu: “Menu>Settings>Phone Status>Storage Device”



Action:
1. Re-seating the Trans-Flash Card

Scenario #3 – Misalignment, Undetected Trans-Flash Card

Observed Phone Symptom: Press iTunes Key (Green Music Key) and the and the following occurs without the phone being connected to a PC/Apple Computer.



Action:
1. Re-seating the Trans-Flash Card



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Solution

Undetected/Unformatted TF-Cards: A software solution has been identified and integrated into software versions R373_G_0E.30.44R and later. The software solution improves the phone's ability to correctly detect the TF-Card upon power-up. Testing confirms that this significantly reduces the failures related to an Undetected or Unformatted TF-Card.

Non-Functional TF-Cards: Analysis of non-functional TF-Cards confirmed the primary root cause to be micro-cracking of the TF-Card due to external stress. It is suspected that the user may induce these micro-cracks by closing the TF-Card Door with the TF-Card not properly seated in the phone's TF-Card holder.

Field Service Action

Customer Returns:

When servicing GSM ROKR E1 customer returns, with iTunes related complaints, then:

1. Please use the information in this Field Service Bulletin to assist in identifying the problem and repair action required.
 - a. If the problem is related to an Undetected or Unformatted TF-Card, then follow the steps above to re-seat and/or format the TF-Card.
 - b. If the problem is related to a Non-Functional TF-Card, then replace the customer's TF-Card and instruct the customer in proper placement techniques.
2. Per the normal Service Procedure, re-flash the unit with the latest approved software for your region equal or later than R373_G_03.30.44R.

Call Center Action:

When responding to Problem Product customer inquires on the GSM ROKR E1 product, were the customer reports an issue with iTunes not activating properly on the phone, please use the information in this Field Service Bulletin to assist in identifying the problem and to determine if the customer's issue can be resolved over the phone.

Service Entry Code

Please ensure that repairs of this type are logged on the Service Link database as follows:

Global M-Claims Codes:

Customer Complaint Code: AAC14 (Accessory – MP3 Player, No Operation)

Problem Found Code: AAC19 (Accessory – Memory Card)

Reference Designator Code:

Repair Code: RPT06 (Replace Part - CSB/FSB) or RAS04 (Reassemble – CSB/FSB)