



Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-287
Author: Tony Bryan
Date: September 16, 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, Misread, 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, Misread, Unformatted, or Non-Functioning TF-Card
Observed Phone Symptom: Press iTunes Key (Green Music Key) and the phone never proceeds beyond this screen.

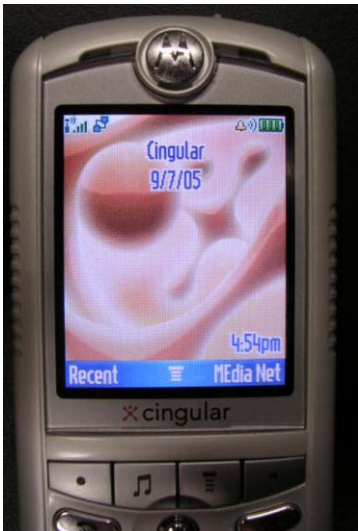


Action:

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



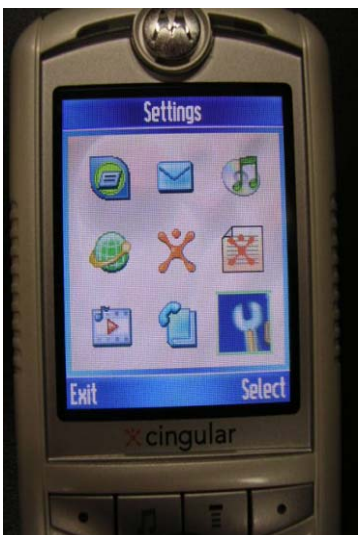
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- Action:**
2. Hit Red "End" Key to get to the Main Screen



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



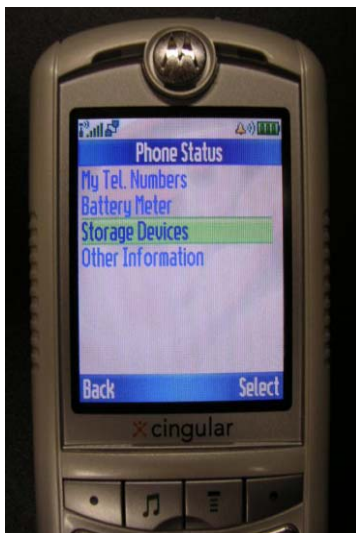
- Action:**
4. Move the Joystick and select "Settings" (the wrench)



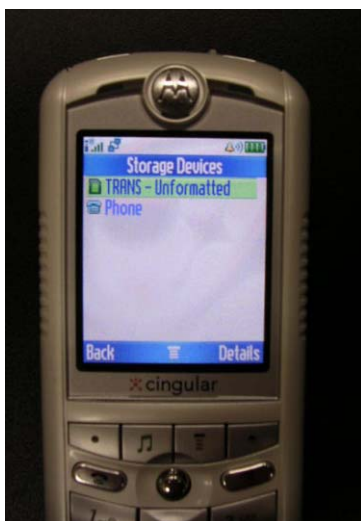
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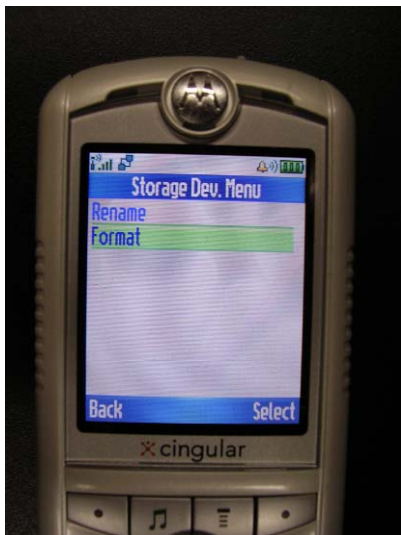
- Action:**
- Once in the “Settings” menu scroll down to “Phone Status”



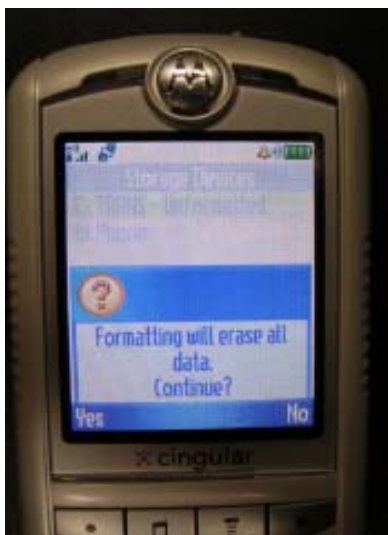
- Action:**
- Select “Storage Devices”



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



Action:
8. Select "Format"



Action:
9. Select "Yes"

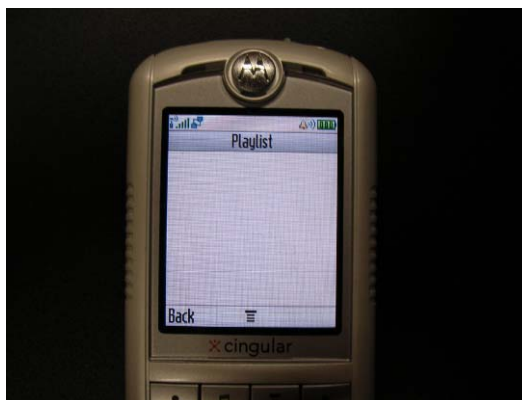


Action:
10. "Format Failed. Try Again" select "Yes"
11. If Formatting does not work, the Customer has a damaged Trans-Flash Card.

Scenario #2 – Misalignment of the 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”

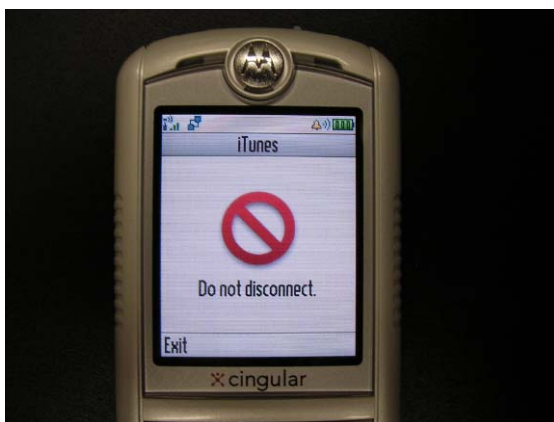


Action:

1. Re-seating the Trans-Flash Card

Scenario #3 – Misalignment of the 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

Please use the information in this Field Service Bulletin to assist in identifying the problem and repair action required.

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.

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)