

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-318
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Date: November 14, 2005
Total No. of Pages: 2
Subject: GSM ROKR E1 – Browser Bookmarks (Left/Right Soft-Keys)
Phone Models: GSM ROKR E1
Level of Repair: 2

Problem

Service is aware of an issue, identified during the NPI Analysis of the GSM ROKR E1 product. Some units were returned with customer complaints of “Operation – Menu Navigation” where the complaint detail pointed to an issue while using the phone’s browser. These units were confirmed to be caused by a software issue that resulted in the incorrect labeling of the Left and Right Soft-Keys while attempting to store a Browser Bookmark. The root cause of this issue is that the browser title is not scrolling to match the browser content. The actual function of the Left and Right Soft-Keys is not affected when this issue is present but the keys are not labeled correctly. See images below.

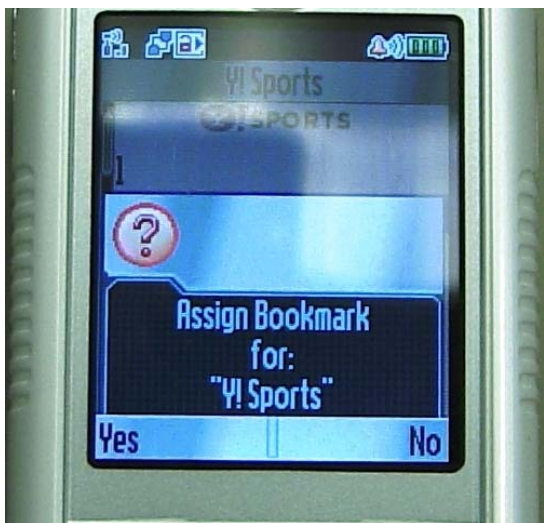


Fig. 1.0 – Correct Operation

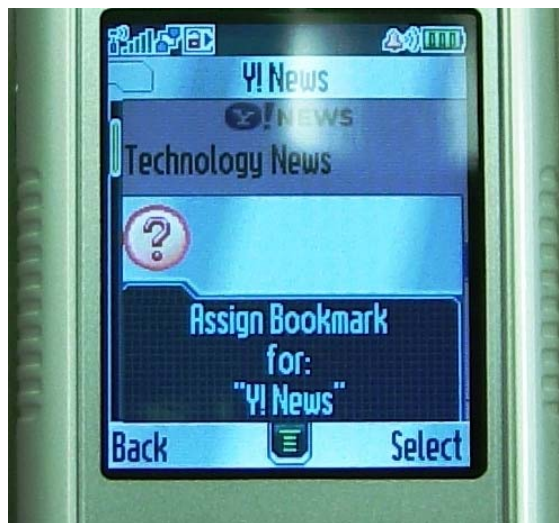


Fig. 2.0 – Incorrect Operation

Solution

A software solution has been integrated into software versions R373_G_0E.30.44R and later.



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Field Service Action

Customer Returns:

When servicing GSM ROKR E1 customer returns, with customer complaints of “Operation – Menu Navigation” where the complaint detail pointed to and issue while using the phone’s browser, then:

1. Confirm the customer complaint is related to this issue then, 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.
 - a. If the customer complaint is determined not to be related to this issue, then follow normal troubleshooting techniques per the customer complaint.

Call Center Action:

When responding to Problem Product customer inquires on the GSM ROKR E1 product, where the customer reports that the Left and Right Soft-Keys are labeled incorrectly, inform the customer to return the unit to an authorized service center for repair, per this FSB.

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: OPR04 (Operation –Menu Navigation)

Problem Found Code: OPR04 (Operation –Menu Navigation)

Reference Designator Code:

Repair Code: SWU08 (Software Upgrade/Reflash – CSB/FSB)