FIELD SERVICE BULLETIN

FSB Number   BJCCFSB2007 - 259
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Date   Monday, August 06, 2007
Subject   **GSM - MOTOROKR E6 - Phone Hang Issues**
Model Affected   GSM ROKR E6 and E6e
Level Of Repairs   2

Problem

Service is aware of some phone hang issues identified during the E6 NPI/MOL analysis. The major symptoms and root causes are shown as below:
1. Phone hangs while wake up from deep sleep mode (U2001 - SDRAM component problems)
2. Phone hangs at CMCC animation when power up (SW bug)
3. Red screen with "BP not ready" (SW bug)

Solution

All above issues can be fixed by new SW release:
 For E6: R533_G_11.10.54R for EMEA and Asia Pacific;
        R533_G_11.12.10P for India
 For E6e: R535_G_11.81.07P for PRC/HK, R535_G_11.81.06 for TWN;

NOTE: To upgrade the previous lower version to above new versions, please make sure below upgrade procedure is followed:
Step 1. Flash the MBM flash file before flashing 1FF (very important!);
 (For example, MBM file ***R533_G_11.10.54R_macau_mbm.sbf.gz*** for 10.54R for E6;
 or ***R535_G_11.81.07P_gsm_macauedge_mbm_flash.sbf.gz*** for 81.07P for E6e.)
 Compass link as below:
 R533_G_11.10.54R : http://compass.mot.com/go/238005637
 R533_G_11.12.10P : http://compass.mot.com/go/240609305
 R535_G_11.81.07P : http://compass.mot.com/go/241780684

 Step 2. Enter AP flash mode, flash the 1FF as normal procedure.

Field Service Action

Customer Returns:

For E6/E6e phones returned to Service Centre with the Customer Complaint of "Operation - Hangs/ Freezes/ Locks up", "Turn on/off - Auto power down in standby", "Main Keypad - Touch screen no function", "Turn on/off, Improper Wake Up", please follow below procedure:

a. Confirm with users if they encounter phone hang issues as described above.
b. If yes, upgrade the phone with new SW version as shown above and then test again.
c. If not effective, then proceed with normal troubleshooting techniques as per the customer

complaint.

NOTE: Even though user's complaint may not be same as above, it's always recommended to upgrade them to latest SW version because it may contain other fixes for phone hang issues.

Service Inventory
NA.

Call Center Action

User complaint of "Operation - Hangs/ Freezes/ Locks up" on E6/E6e may be caused by SW bug or SDRAM issue which was fixed by new SW version.
If the customer calls with the above mentioned symptoms, please direct the customer to return the unit to a Motorola Repair Service Center for repair, per this FSB.

Service Entry Code

Global Service Codes

Complaint Code:	OPR07 - Operation - Hangs/ Freezes/ Locks up
	OPR09 - Operation - Hangs in Standby
	TON03 - Turn on/off - Auto power down in standby
	TON07 - Turn on/off - Improper Wake Up

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

Reference Designator:

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

Asia Service Codes

Complaint Code:	7007 - Operation - Hangs/ Freezes/ Locks up
	7009 - Operation - Hangs in Standby
	2003 - Turn on/off - Auto power down in standby
	2007 - Turn on/off - Improper Wake Up

Problem Found Code: 7007 - Operation - Hangs/ Freezes/ Locks up
Reference Designator:

Repair Code: 2108 - SW upgrade/ Reflash - CSB/ FSB