FIELD SERVICE BULLETIN

FSB Number   BJCCFSB2008 - 140
Author   Bill Lee
Date   Wednesday, May 21, 2008
Subject   **GSM - MOTOROKR E8 - Memory Card Files Storage**
Model Affected   E8
Level Of Repairs   1

Problem

Service is aware of an issue identified by software engineering, where customer complains of "Accessory - Memory Card, unknown files".
The "app_dump" folder with files under the folder was observed by end users on memory card.
The root cause of this issue is due to a debug feature which was enabled that allowed Core dump files to be created on SD card for each occurrence of an application crash.

Solution

Short term: Remove the files in app_dump directory on memory card follow the steps:
For CMCC software version:
go to My favorites --> go to Memory Card --> highlight app_dump folder --> press left soft key " Option" --> select "Delete" --> click "Yes"
For other regions software version(which has the file manager under office tools):
Go to Menu--> select office tools--> select File manager -->then select Memory card -->then go app_dump folder --> select options then Delete it

Long term: This FSB will be revised with the SW version which prevents any coredumps to be created on consumer phones.

Field Service Action

When servicing E8 returns with customer complaints related
to unexpected usage of SD card, or unexpected files on SD card, please advice customer

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to remove files on memory card in app_dump directory follow the steps above.

Service Inventory

No action required.

Call Center Action
When responding to customer inquiries, where the customer reports a
unexpected usage of SD card, or unexpected files on SD card, please advice customer to remove files on
memory card in app_dump directory.

Service Entry Code
Global Service Codes
Complaint Code:
Problem Found Code:

Reference Designator:

Repair Code:

Asia Service Codes
Complaint Code:
Problem Found Code:

Reference Designator

Repair Code: