

# **FIELD SERVICE BULLETIN**

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|------------------|---|
| FSB Number       | BJCCFSB2008 - 141/Rev1  |
| Author           | Bill Lee  |
| Date             | Monday, June 16, 2008   |
| Subject          | <b>GSM - MOTOROKR E8 - Operation - Java Application Malfunction</b> |
| Model Affected   | E8  |
| Level Of Repairs | 1   |

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## **Problem**

Service is aware of an issue identified during NPI analysis, where customer complains of open Java application encountered error message "Because an application error has occurred, the application will not be launched".

The root cause of this issue is due to end user formatted removable disk (phone internal memory) when connecting the phone to PC with USB cable.

## **Solution**

Short-term: perform master clear follow the steps:

Go to main menu--> select Office tool or select Settings (this depend from the region or flex) -->select phone settings--> select reset-->delete all data --> enter security code) --> confirm with yes

Long-term: new software version R6713\_G\_71.01.8BR fix the issue. need to upgrade to latest software versions.

## **Field Service Action**

When servicing E8 returns with customer complaints related to Java application can not be launched, please advice customer to upgrade to latest software versions R6713\_G\_71.01.8BR or later.

## **Service Inventory**

No action required.

## **Call Center Action**

When responding to customer inquiries, where the customer reports a Java application can not be launched, work with the customer to confirm the complaint. Advice customer to go to service centers to upgrade to latest software versions.

## **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: