

FIELD SERVICE BULLETIN

FSB Number	BJCCFSB2008 - 156
Author	Bill Lee
Date	Monday, June 16, 2008
Subject	GSM - MOTOROKR E8 - Battery life short (fast battery drain)
Model Affected	E8
Level Of Repairs	1

Problem

Service is aware of an issue, identified during the NPI Analysis, on Elba units returned with customer complaints of "Short Battery Life" . By quickly pressing the Center Key while brushing against the Omega wheel to enter the Main Menu some times can cause the Main Menu application to consume CPU resources even after the phone has gone into deep sleep mode. The phone battery will drain within 10 hours in standby mode.

Solution

Short Term: The application stops consuming CPU resources once the user has exited the main menu. User will have to ensure that phone is not left in the main menu screen for long intervals

Long Term: Need to upgrade to the new software version R6713_G_71.01.8BR or latest software version.

Field Service Action

Need to upgrade to latest software versions.

Service Inventory

NA

Call Center Action

For North America T-Mobile will do a FOTA upgrade for the customers phones. for other regions, pls tell the end users to go to service centers to upgrade to latest software versions.

Service Entry Code

Global Service Codes

Complaint Code: BAT02 - Battery - Battery life short

Problem Found Code: BAT02 - Battery - Battery life short

Reference Designator:BT - Battery

Repair Code: OTA01 - Firmware Update - Over the Air
 SWU08 - SW upgrade/ Reflash - CSB/ FSB

Asia Service Codes

Complaint Code:

Problem Found Code:4002 - Battery - Battery life short

Reference DesignatorBT - Battery

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