

FIELD SERVICE BULLETIN

FSB Number LVCCFSB2008 - 143
Author Rajesh Verma
Date Friday, May 23, 2008
Subject **GSM - MOTOROKR E8 - "Side Key" Turn on/off operation**
Model Affected Elba E8
Level Of Repairs 1

Problem

Service is aware of a potential customer experience issue regarding the "Side Key" turn on/off operation on the GSM Elba E8 phone. Typically, phones have a power key on the keypad for turn on/off operation. This is the first Motorola phone which has a side key designated to turn the phone on/off & lock keys. This may lead to some confusion by the end user regarding the function of the side key. Customer can perceive this as a turn on failure and can potentially return the phone for service.

Solution

From May 9, 2008, start placing a plastic liner p/n 1170315Fxx over the display as shown in figure below.

The plastic liner has the text: "SLIDE DOWN AND HOLD POWER SWITCH TO TURN ON/OFF".



Plastic Mylar P/N 1170315Fxx

Field Service Action

Place this plastic liner p/n 1170315Fxx on the display before shipping the units back to customer after service

Service Inventory

Stock plastic liner p/n 1170315Fxx

Call Center Action

When responding to customer inquires on GSM Elba E8 products, where the customer reports a problem turning on/off the phone, educate the customer that the Elba E8 uses a side key to turn on/off the unit. If the customer is still having problems turning on/off the unit with the side key, advise the customer to send the unit for service

Service Entry Code

Global Service Codes

Complaint Code:

Problem Found Code:

Reference Designator:

Repair Code: