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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2003-68 Rev B
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Total No. of Pages: 3
Subject: FDI Corruption Analysis & Recovery Procedure
Model Affected: V60G, V60iG, V66G, V66iG, V80, T720G, T720iG, Triplets,
                    C3xx series, C650, Talon, Talon Integrated, E398, EZX.
Level of Repair: 2, 3, & 4

Problem
FDI (Flash Data Integrator) corruption is an issue that has been seen on Motorola products with FDI flash technology. Several different symptoms can result depending on the type of corruption that has taken place. For example:
1) Phone may not power up and become "bricked". This is the most common failure.
2) Phone powers up but immediately shuts down.
3) Radio powers on in normal mode but the display does not turn on.

Note1: Condition #3 does not apply to Triplets based software phones.

Other failure modes may be related to specific features such as voice activation. In the past, a radio that has FDI corruption generally required replacement of the unit/Xcvr board.

Solution
Three forms of Windows-based application tools are available to assist in the analysis or recovery process of FDI corrupt phones:
- FDI Analysis Tool ASC v6.3 and HTC v6.3 are designed to detect any FDI corruptions in Motorola phones listed in this FSB. The tools will report any FDI corruption issues however these tools are not able to perform the actual recovery operation. ASC v6.3 will only identify if FDI corruption exists, whereas HTC v6.3 will identify and extract FDI Image files & Panic Data.
- FDI Reclaim Tool HTC v1.1-designed to detect any FDI corruptions and will recover corrupted phones. The FDI Reclaim Tool supports the following GSM products: V60G, V60iG, V66G, V66iG, T720G and T720iG.

Future releases of this tool will include additional product support.

In order for the tools to operate, PST (Product Support Tool) must be installed on your PC. Refer to the tool's user manual for proper setup and operation.

<u>**Field Service Action**</u>
Customer Returns:
All GSM effected models referenced in this FSB with "No Turn On" or "Blank Display" (**see Note 1 above**) customer returns will be analyzed for FDI corruption at an Authorized Service Center. If corruption is present, the failures will then be forwarded to the National Service/Hi-Tech Center for attempted recovery or re-flash. The following procedure identifies the responsibilities of the Service Centers pertaining to FDI Analysis & Recovery:

Authorized Service Center responsibilities-FDI Analysis
1) Verify that the phone is failing for "No Turn On" or "Blank Display". (**see Note 1 above**) If phone does not fail, continue with normal returns process.
2) Using the FDI Analysis Tool, test the phone for FDI Corruption. Ensure the correct phone model is selected. The tool may give an FDI error or issue if the right model is not selected.

If FDI Corruption is evident, extract the FDI image file and Raw Panic data from the corrupted unit and save the data in the folder titled "FDI Image & Raw Panic Data" on the compass link: http://compass.mot.com/go/102723201
3) Log the defect into the Service Database as described under "Service Entry Code" and send the phone to the National Service Center/Hi-Tech Center.

If there is no FDI corruption, proceed to troubleshoot the unit for other issues.

National Service/Hi-Tech Center responsibility-FDI Recovery
4) Using HTC v1.1 FDI Reclaim Tool, attempt to recover the corrupted phone obtained from the Authorized Service Center.

Note 2: HTC v1.1 support recovery only for V60G, V60iG, V66G, V66iG, T720G and T720iG models. There is no recovery process for Triplets based software models. If any Triplets based software phone model has FDI corruption then re-flash the phone with latest approved software for the region.
5) If recovery is successful, reprogram the phone to default settings.
6) Log in the FDI failure to the FDI website http://sts.fle.css.mot.com under "FDI Database>New Item" and return the phone to seed stock. Contact Christine.Lam@motorola.com to obtain admin rights to this site.

If recovery is not successful, send the unit to:
Motorola U.S. Competency Center
600 N US Hwy 45
Maildrop DW216
Libertyville, Il 60048 USA
Attention: Max Dekirmandjian (Max.Dekirmandjian@motorola.com)

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Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois   60048
Website: gs.mot.com

Service Inventory:
Any bone pile "bricked" units can be attempted recovery.

Service Entry Code
Please ensure that repairs of this type are logged on the ServiceLink database as follows:

For "NoTurn On" failures-
Customer Complaint: TON01   **Turn ON/OFF-No Turn On**
Problem Found: TON08   **FDI Corruption**
Reference Designator: **N/A**
Repair: RPN08   **Replace Phone-CSB/FSB**

For "Blank Display" failures-
Customer Complaint: DIM01   **Display Main-No Display**
Problem Found: TON08   **FDI Corruption**
Reference Designator: **N/A**
Repair: RPN08   **Replace Phone-CSB/FSB**

EPPRS Service Entry Code
Please ensure that repairs of this type are logged on the EPPRS Service database as follows:

Complaint Code: 4   **Power Failure** for "No Turn On" failures
**   6**   **No Display** for "Blank Display" failures

Root Cause Code: 3   **Reprogram/Realign**

Teletrak Service Entry Code

Problem Found: **NTO-No Turn On** for "No Turn On" failures
                        DBK-Display Blank for "Blank Display" failures
Defect Type: **COR-Corrupted**
Defect Group: **FDI-FDI Corruption**
Reference Designator: N/A
Action: **RPN-Replaced Phone**