



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

### **FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2004 - 413  
Author: Rajesh Verma  
Date: Jan 12th, 2004  
Total No. of Pages: 2  
Subject: GSM Triplets "No CLI Backlight "  
Model Affected: V300, V500, V525  
Level of Repair: 3,4

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#### **Problem**

Service is aware of an issue identified during the EMEA 1<sup>st</sup> 200 NPI analysis of V300 and V500/V525. Some units have been returned with customer complaint of "No CLI Backlights". The problem found being, when the "Brightness" setting is set to "5", the CLI Backlight will be inoperative. It does not affect the Main Display Backlight. The root cause has been traced to software.

#### **Solution**

##### **Primary Solution:**

The problem was first addressed in software version TRIPLETS\_G\_0B.08.83R and all later versions. These changes corrected the problem with the exception of if the user saved the brightness setting at "5", powered down the unit, and then powered the unit back on. Under this one circumstance the CLI Backlights would not function upon power up.

##### **Final Solution:**

Issue has been permanently corrected in software version TRIPLETS\_G\_0B.08.9FR and later.



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### **Field Service Action**

#### **Customer Returns:**

All V300 Triplet units returned to Service Center with the Customer Complaint of “CLI Backlights not working”, please perform the following procedure:

1. Verify the failure symptom
2. If failure is confirmed, check the setting of the “Brightness” option by using following sequence:
  - a) Press “ Menu” - “Setting” -“Initial set up” - “Brightness”- “press change” to check the brightness setting.
  - b) If “Brightness” is set to “5”, re-flash/reflex to software version TRIPLETS\_G\_0B.08.9FR or latest approved software version for region.
3. Retest the unit by setting brightness to “5” to make sure new software fixed the problem.
4. If the “Brightness” option is not on set to “5”, then perform normal troubleshooting procedures.

#### **Service Inventory:**

Re-flash / Reflex all V300/500/525 units from inventory to software version TRIPLETS\_G\_0B.08.9FR or later approved software version.

#### **Customer Call Center:**

When responding to calls with a Customer Complaint of “No CLI Backlight”, walk the customer through Step 2 as stated under “Field Service Action” to verify if the brightness is set to “5”. If it is, instruct the customer to return the unit for software upgrade.

### **Service Entry Code**

Please ensure that repairs of this type are logged on the Service database(s) as follows:

#### **Global M-Claims:**

<b>Customer Complaint:</b>	<b>DIS07</b>	<b>Display Secondary - No Backlight</b>
<b>Problem Found:</b>	<b>DIS07</b>	<b>Display Secondary - No Backlight</b>
<b>Reference Designator:</b>	<b>N/A</b>	<b>N/A</b>
<b>Repair:</b>	<b>SWU07</b>	<b>SW Upgrade/ Re-flash-Corrupt</b>

#### **EPPRS Service Entry Code:**

<b>Complaint Code:</b>	<b>97-Other</b>
<b>Root Cause Code:</b>	<b>97-Other</b>
<b>Repair :</b>	<b>03-Reprogram/Realign</b>