MOTOROLA
intelligence everywhere™

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-114
Author: Tom Johnson
Date: April 18, 2005
Total No. of Pages: 3
Subject: **GLOBAL REPAIR CODE FOR ALL RSD "BRICKED" PHONES**
Models Affected: All Models Supported by RSD
Level of Repair: All

Problem

There could be instances during an RSD reflash of a phone, where the phone may become "Bricked". Symptoms of a bricked phone may include:

- Phone does not power up normally
- Phone appears to be 'dead'
- No animation or music upon power up

Several items may cause a phone to brick. The list below identifies some of the most common causes of a bricked phone.

PST Related Common Causes:

- Not knowing what software is in the phone before its flashed
- Trying to go to a software that is too far ahead of the current software
- Failure to use stepping stones when required
- Trying to go backwards in flashing
- Using the wrong flash file for the intended model
- Using the wrong flex file for the intended model
- Disruption during the flashing process
- Disconnection of the phone before the flash tool performs a valid power down
- FDI Corruption

RSD Related Common Causes:
- Disruption during the flashing process
- Disconnection of the phone before the flash tool performs a valid power down

MOTOROLA
intelligence everywhere™

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

Solution

In order to "Un-Brick" a phone, there are a limited number of options to recover the phone.

- – Flash the phone with the EXACT software that was currently in the phone when it last worked
- – Force Flash the Phone
- – Replace the Flash IC on the phone (Not applicable for current CDMA and TDMA products)
- – JTAG (Only available at a limited number of High Tech Centers) – not available for newer products)
- – FDI Recovery Process

Service Action

Customer Returns:
When servicing phones that may have become bricked during an RSD reflash:

- • Flash the phone with the EXACT software that was currently in the phone when it last worked.

- • Force Flash
  - – For partially powered up phones only
  - – Force flash cable (P/N SKN6168) used with GSM/CDMA/TDMA P2K phones
  - – '*#' key pad sequence – force flash mode on GSM LCA
  - – 'xx" key pad sequence – force flash mode on 3G
  - – Re-initiate the flash procedure – PST/RSD

- • Replacing of the Flash IC on the phone
  - – Replace the flash IC
  - – Re-phase the unit – Gate System
  - – Re-initiate the flash procedure – PST/RSD

- • JTAG
  - – Proper cable requirements needed by product
  - – JTAG software needed
  - – Re-initiate the flash procedure
    - • EMEA (Flensburg HTC & Hungary (Flextronics) – GSM P2K and older platforms,

- No JTAG IF on Triplets

Service Inventory

N/A

Call Center Action

N/A

Service Entry Code

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

Global M-Claims Codes:
Customer Complaint Code: Original Customer Complaint
Problem Found Code: DAP11 (Cannot Upgrade Software)
REF Designator Code: UXXX (XXX should be the Flash IC Reference Designator for the Phone)
Repair Action Code: SWU07 (SW reflash/ upgrade – corrupt)