



**FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2005-13  
Author: Tony Bryan  
Date: February 8, 2005  
Total No. of Pages: 3  
Subject: GSM V500 (Rev J1 PCB) –Incorrectly Phased in HZ Factory  
Phone Models: GSM V500 SUG3052HA and SUG3054HA  
Level of Repair: 3

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**Problem**

Service is aware of an issue, identified in factory audit testing of GSM V500 units built with the new Rev J1 PCB. HangZhou China (HZ) factory used the wrong phasing model file, and phased some V500 units incorrectly. The resulting failure on some units is that the RMS phase error is above 5 degrees on any given band. We estimated that this failure will show up in 6% to 10% of the affected units. The customer could experience dropped calls or poor reception when they are at the outer limits of the cellular tower.

EMEA region has received 3,959 units that will show this problem.

**Field Service Action**

**Customer Returns:**

When servicing affected models of GSM V500 customer returns, that were manufactured in HangZhou China with letter G on the serial number and date code from RT\* (Week 44 Thursday) through Tm\* (Week 46 Monday), regardless of customer complaint, then:

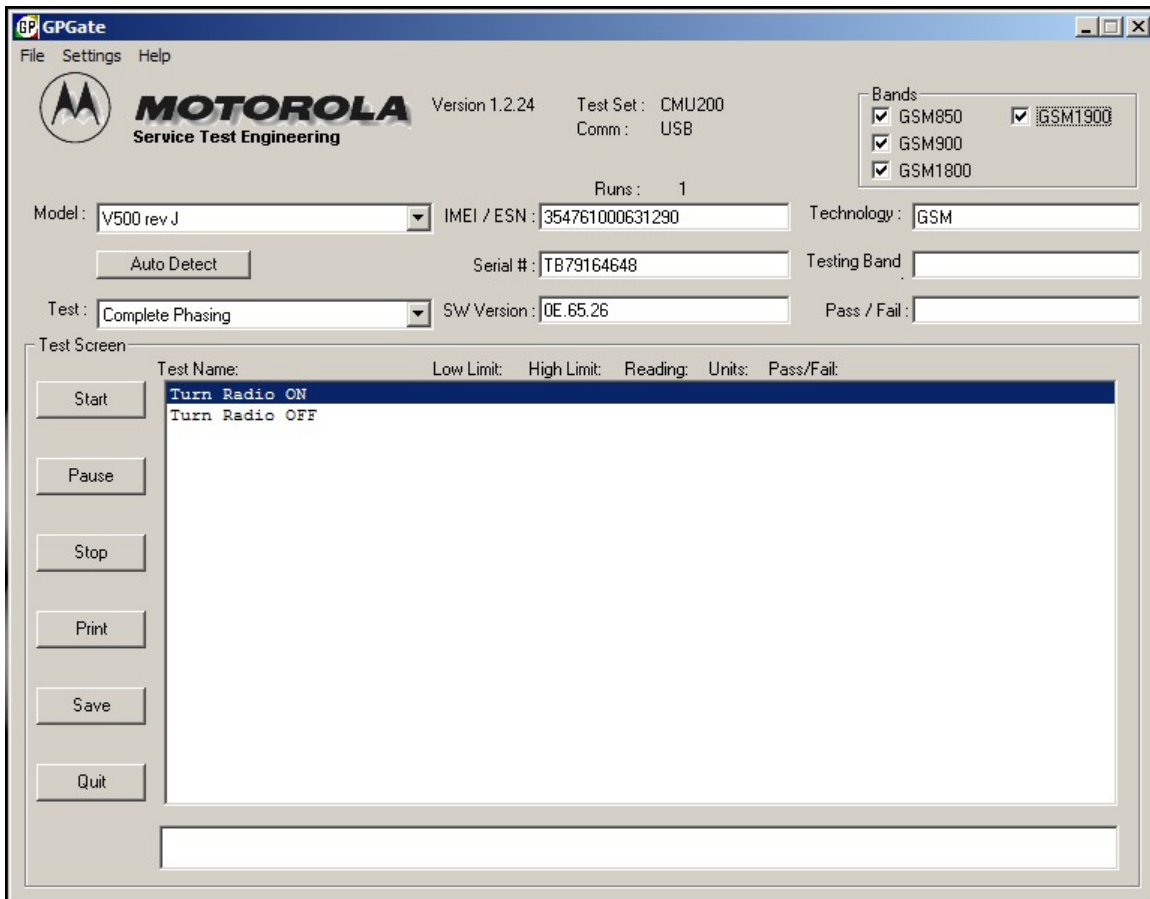
1. Follow normal testing and troubleshooting techniques to identify and repair the unit per the customer complaint.
2. Completely rephase the unit on all active bands (i.e. Quad Band) using GSM GP-Gate\_1.2.24 or later version.
3. Auto-Detect Phone Model and select "V500 rev J". Then select "Complete Phasing" from the Test drop down menu. (See Image Below)
4. After rephase is completed, unit should be run through "Call Processing" testing in GSM GP-Gate to verify RMS Phase Error is within spec. across all active bands.



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5. Unit should then be marked with a green dot on the upper left corner of the factory label pictured above.
6. Follow normal testing and troubleshooting techniques to repair the unit per the customer complaint.



### **Call Center Action:**

When responding to Problem Product customer inquires on the GSM V500 product, were the customer complains of “Poor Reception” or “Dropped Calls”, please use the information in this FSB to determine if the unit is affected by this issue prior to directing the customer to have their phone serviced per this FSB.



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## Service Entry Code

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

### Global M-Claims Codes:

**Customer Complaint Code:**

CPR05 (Voice Call – Drop Call/Poor Reception)

**Problem Found Code:** CPR05 (Voice Call – Drop Call/Poor Reception)

**Reference Designator Code:**

**Repair Code:** RPR01 (Reprogram – Re-phasing)