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Consumer Solutions & Support
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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-117
Author: Tony Bryan
Date: April 20, 2005
Total No. of Pages: 2
Subject: GSM Fiji – SW Hang/Picture Capture
Phone Models: GSM V635
Level of Repair: 2

Problem

Service is aware of an issue, identified in the NPI Analysis of the GSM V635 Fiji product. Some units were returned with a customer complaint of “SW/Feature/Operation – Hangs/Freezes/Locks-Up” where the complaint detail pointed to a software hang in picture capture. These units were found to contain a complex colorful image stored in phone memory. See example image below. Development root caused this issue to a software problem where some complex colorful images when captured at close range can exceed the 5K size limitation of the software for 60x80 thumbnails. This will result in a software hang.



Fig. 1.0 – Example Image

Solution

A software solution has been integrated into software versions R474_G_08.48.2AR and later.



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Field Service Action

Customer Returns:

When servicing GSM V635 customer returns, with customer complaints of “SW/Feature/Operation – Hangs/Freezes/Locks-Up” where the complaint detail pointed to software hang in picture capture, then:

1. Confirm the customer complaint is related to this issue then, per the normal Service Procedure, re-flash the unit with the latest approved software for your region equal or later than R474_G_08.48.2AR.
 - a. If the customer complaint is determined not to be related to this issue, then follow normal troubleshooting techniques per the customer complaint.

Call Center Action:

When responding to Problem Product customer inquires on the GSM V635 product, where the customer reports that the handset software hangs in picture capture, inform the customer of this phone software issue and direct the customer to have their phone serviced per this FSB.

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: OPR07 (Operation – Hangs/Freezes/Locks-Up)

Problem Found Code: OPR07 (Operation – Hangs/Freezes/Locks-Up)

Reference Designator Code:

Repair Code: SWU08 (Software Upgrade/Reflash – CSB/FSB)