![Motorola logo - intelligence everywhere™]

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

Informational FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-137 (Rev A)
Author: Tony Bryan
Date: May 19, 2005
Total No. of Pages: 3
Subject: **GSM V635 Fiji – Software Upgrade from 48.2xx**
Model Affected: V635
Level of Repair: 2

Problem

Service is aware of two confirmed issues that may lead to problems when attempting to upgrade the software on a GSM V635 Fiji unit, in the field.

Problem 1: Prior to upgrading the software from R474_G_08.48.2xx to R474_G_08.48.6xx, the Mini-Flex (SIERRA_63_Hookswitch_Polarity.hs) is required for normal upgrading using the .1FF files. Without the listed mini-flex, the re-flash attempt will fail.
   Note: If not using a .1FF file to upgrade, then both Mini-Flexes (SIERRA_63_Hookswitch_Polarity.hs) and (r4.7.4_fiji_pds_009.hs) are required prior to upgrading the software from R474_G_08.48.2xx using a .shx file. Without the listed mini-flex, the re-flash attempt will fail.
See Release Notes posted at: http://compass.mot.com/go/141843972

Problem 2: When upgrading the GSM V635 Fiji software, the phone does not show the Boot Loader version, SW version, or OK to Program information. The screen is completely black, as shown in Figure 1 below. Instead of the normal display that is shown in Figure 2 and Figure 3 below.

Figure 1: FIJI – V635 is going through the software upgrade process without displaying the information on the phone screen

MOTOROLA *intelligence everywhere*™

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

This problem will happen in all the phones manufactured with GNPO-8 factory file, which includes boot loader version 8.20.
Note: Until now (April, 2005) all shipped GSM V635 Fiji units, except Canada, were manufactured with GNPO-8 factory file, which includes boot loader version 8.20.
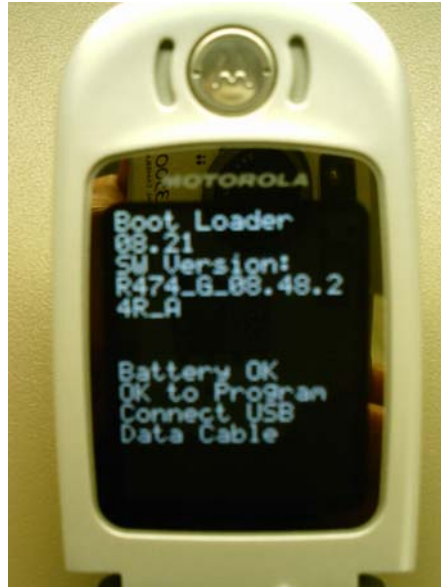

Figure 2: FIJI - V635 is ready to be flashed

Figure 3: FIJI – V635 is going through the software upgrade process

Solution

Problem 1:

Please load the Mini-Flex (SIERRA_63_Hookswitch_Polarity.hs) prior to re-flashing a GSM V635 Fiji unit from R474_G_08.48.2xx software version using a .1FF file.
Please load both the Mini-Flexes (SIERRA_63_Hookswitch_Polarity.hs) and (r4.7.4_fiji_pds_009.hs) prior to re-flashing a GSM V635 Fiji unit from R474_G_08.48.2xx software version using a .shx file.

See Release Notes posted at: http://compass.mot.com/go/141843972

Problem 2:

With this black screen, the phone software **can still be upgraded successfully**. Just watch the information during the SW upgrading displayed on either RSD Lite, or PST, it will show all the steps until the unit has successfully finished the upgrade process.

This software problem has been corrected in boot loader 8.21, which is integrated into GNPO-B factory file.

Service Action

Customer Returns:

Problem 1:

Please load the Mini-Flex (SIERRA_63_Hookswitch_Polarity.hs) prior to re-flashing a GSM V635 Fiji unit from R474_G_08.48.2xx software version when using a .1FF file.
Please load both the Mini-Flexes (SIERRA_63_Hookswitch_Polarity.hs) and (r4.7.4_fiji_pds_009.hs) prior to re-flashing a GSM V635 Fiji unit from R474_G_08.48.2xx software version when using a .shx file.

See Release Notes posted at: http://compass.mot.com/go/141843972
Note: If the Mini-Flexes fail the 1st attempt, please power-cycle the phone and retry.

Problem 2:

In field service centers, this problem can be ignored. When using RSD Lite or PST to upgrade the software, just watch the RSD or PST tool screen, it will show all the upgrading steps until the upgrading procedure is complete.

Service Inventory:

No action required

Call Center Action

No action required

Service Entry Code

M Claims: N/A