



MOTOROLA
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Beijing Competency Centre
Beijing MCIC
No. 39A Zi Zhu Yuan Road,
Beijing
P.R.China
Website: gs.mot.com/cc

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004- 110
Author: Fang Hong
Date: May 11. 2004
Total No. Of Pages: 2
Subject: **V690 (ROS) and V878 (TCH) Can't Turn On**
Model Affected: **V690 (ROS) and V878 (TCH) GSM/DCS/PCS**
Level of Repair: 2

Problem

Some handsets have been returned with the customer complaint of "Can't Turn On ". Some of them current consumption is held on about 140mA when pressing the 'power' key.

Solution

The root cause of this issue is under analyzing. A short term action is identified, that is to upgrade the software with the Re-download tool. If a permanent solution is implemented, a new version FSB will be released at once.

Field Service Action

Customer Returns:

When V680 (ROS) or V878 (TCH) handset returned to Service Center with the Customer Complaint of "Can't Turn On", measure the current consumption of handset with power supplier.

1. If the current value is hold on about 140mA when press 'power' key, to upgrade the latest software.
2. If the current value is too lower or larger than 140mA, or unsuccessful upgrading the software, perform normal troubleshooting procedures.

Service Inventory:

N/A

Call Centre Action:



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When a customer contacts the Motorola Call Center, complains “Can’t turn on” on V690 (ROS) or V878 (TCH), Communicate with the customer to repair it at Motorola approved service center

Service Entry Code

PRC E-service Code:

Complaint Code: 2001—Can’t turn on

Root Cause Code: 2107—upgrade software

EPPRS Code:

Complaint Code: 17—Phone Dead

Root Cause Code: 96—Software Upgrade Resolves