

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-12
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Subject: **3G V980, E1000, C980, C975 – Battery Short Life**
Model Affected: 3G V980, E1000, C980, C975
Level of Repair: 3

Problem

Service is aware of an issue, highlighted by the field on V980, E1000, C980, C975. Some units were returned with a customer complaint of “Battery Short Life / Phone Resets / Voice Call – Ant signal meter unstable”. Analysis revealed software issues that relate to the switching between 3G ---> 2G and RF wake up causing short battery life. During the panic the unit will exhibit the reset symptom of the phone powering down and back up.

Solution

The following CR's have been integrated into the latest version of software for enhanced Battery Life performance. **X=3 (Tyax IC), X=2 (Micron IC)**

LIBff20037 3G-2G DSP handling **80.XE.25**
LIBff24983 RF WAKE UP process. **80.XF.12I**
LIBff28844 Browser session **80.XF.35I**
LIBff25363 3G-> 2G reselection, acquire GSM **80.XF.21I**
LIBff22867 Signal metering **80.XF.41I**

Service Action

Customer Returns:

When servicing V980, E1000, C980, C975 customer returns with a customer complaint related to “Battery Short Life / Phone Resets / Voice Call – Ant signal meter unstable”, then:

1. Follow normal troubleshooting procedure per customer complaint.
2. If problem is found, follow normal repair procedure to repair fault.
 - a. If unit appears to be No Trouble Found, re-flash the unit with the latest approved software for your region equal or later than 80.XF.41I
3. Re-flash the unit with the latest approved software for your region equal or later than 80.XF.41I



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

Service Inventory:

Should be flashed to latest approved software for your region.

Call Center Information

When responding to problem product inquiries where customer complains of “Battery Short Life / Phone Resets / Voice Call – Ant signal meter unstable”, please inform them of the software issue and direct them to contact their local Service Center to upgrade their unit once the software is approved in their region.

Service Entry Code

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

Global M-Claims Codes:

Customer Complaint Codes: BAT02 (Battery – Battery life short)

Problem Found Code: BAT02 (Battery – Battery life short)

REF Designator Code: N/A

Repair Code: SWU08 (SW upgrade/Reflash-CSB/FSB)

Asia Codes:

Fault Code: 03 (Short battery life)

Repair Code: 03 (Re-Program/Re-Align)

PRC E-Service Codes:

Customer Complaint Codes: 4002 (Battery – Battery life short)

Problem Found Code: N/A (Battery – Battery life short)

REF Designator Code: N/A

Repair Code: 2108 (SW upgrade/Reflash-CSB/FSB)