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Consumer Solutions & Support
US Competency Center
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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-99
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Subject: **3G V980, C980, E1000 (SJUG0495XX / SJUG0488XX) –
Unstable Signal Strength**
Phone Models: 3G V980, C980, E1000 (SJUG0495XX / SJUG0488XX)
Level of Repair: 3

Problem

Service is aware of an issue, highlighted by the field on V980, E1000 (SJUG0495XX / SJUG0488XX), C980. Some units were returned with a customer complaint of “Voice Call – Ant signal meter unstable” or “Battery Short Life”. Analysis revealed software issues that relate to the 2G → 3G reselection. The unit will continuously scan for a 3G network preventing the unit from going into sleep mode reducing battery life. During this time, the Signal Strength indicator will appear sporadic.

Solution

The following CR's have been integrated into the latest version of software for increased stability in Signal Strength metering and improved Battery Life performance. **X=3 (Tyax IC), X=2 (Micron IC)**

LIBff56841 Improve reselection performance

LIBff55827 Modify FDD_rscp to allow more values

Point Release Software Versions:

R24_U_80.XF.7EI_J

R24_U_80.XF.63.00.03P

R24_U_80.XF.63.00.05P

Main Line Software Versions:

R245_U_82.X1.41I or later

R26_U_83.X7.23I or later

A1000_U_2A.43.04P or later

M1000_U_36.15.00B or later



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Service Action

Customer Returns:

When servicing V980, E1000, C980 customer returns with a customer complaint related to “Voice Call – Ant signal meter unstable” or “Battery Short Life”, 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 following the software releases listed in Solution section above.
3. Re-flash the unit with the unit with the latest approved software for your region following the software releases listed in Solution section above.

Service Inventory:

Should be flashed to latest approved software for your region.

Call Center Information

When responding to problem product inquiries where customer complains “Voice Call – Ant signal meter unstable” or “Battery Short Life” or “Phone Resets”, 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)
CPR04 (Voice call – Ant signal meter unstable)

Problem Found Code: BAT02 (Battery – Battery life short)
CPR04 (Voice call – Ant signal meter unstable)

REF Designator Code: N/A

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

Asia Codes:

Fault Code: 03 (Short battery life)
19 (Poor Reception)

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

PRC E-Service Codes:

Customer Complaint Codes: 4002 (Battery – Battery life short)
1204 (Voice call – Ant signal meter unstable)

Problem Found Code: N/A (Battery – Battery life short)
N/A (Voice call – Ant signal meter unstable)

REF Designator Code: N/A

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