

FIELD SERVICE BULLETIN

FSB Number BJCCFSB2008 - 166
Author zhang zhen
Date Friday, June 27, 2008
Subject **GSM - W270 - STM flash IC HW issue**
Model Affected W270
Level Of Repairs 1

Problem

This issue was found in Wildwood-W270 NPI analysis, the customer complaint: 1, No turn on; 2, Auto power down; 3 Phone hang on MOTO logo. Root cause by Flash Memory IC enters an abnormal state, (vendor is STM) due to a logic marginality on STM 90nm Flash device, those damaged flashed showed one block in an over-erased statue. Under such flash cell status, file system is corrupt and can't be recovered by SW.

Solution

Under CCI team investigated, they would add the improvement solution into the Wildwood software V0.0.42 or above. Factory swap STM flash IC to Intel flash IC, cut in on May 30,2008.

Field Service Action

Wildwood-W270 phones returned to service center with the customer complaint of: 1, No turn on; 2, Auto power down; 3, Phone hang on Moto Logo, service engineer or technician need upgrade SW to V0.0.42 or above. If the issue can't cover, please repalce PCB.

Service Inventory

NA

Call Center Action

If customer complaint of: 1, No turn on; 2, Auto power down; 3, Phone hang on Moto Logo, operator introduce user to service center, let service engineer or technician verify this issue.

Service Entry Code

Global Service Codes

Complaint Code: OPR07 - Operation - Hangs/ Freezes/ Locks up
 TON01 - Turn on/off - No Turn On
 TON03 - Turn on/off - Auto power down in standby
 TON09 - Turn ON/OFF - Power Cycling Soft Reset

Problem Found Code: OPR07 - Operation - Hangs/ Freezes/ Locks up
 TON01 - Turn on/off - No Turn On

TON03 - Turn on/off - Auto power down in standby
TON08 - Turn on Off - FDI Corruption
TON09 - Turn on/off - power cycling/ soft reset

Reference Designator:FLEX - Flex

Repair Code: SWU02 - SW upgrade/ Reflash - Flexing
SWU07 - SW upgrade/ Reflash - corrupt

Asia Service Codes

Complaint Code:

Problem Found Code:

Reference Designator

Repair Code: