



Government and Public Safety
 1301 E. Algonquin Road
 Schaumburg, IL. 60196

FSB NUMBER: FSB10218
APC: 136
DATE: JUL-08
EXPIRES: NA
BULLETIN TYPE: Informational Only

FIELD SERVICE BULLETIN

SUBJECT: Minitor V Pager Reset Issue

MODEL / SYSTEM AFFECTED:

All Minitor V models with serial numbers between 136WJJ4482 and 136WJN2585.

Note: If any units have a green sticker located on the lower right side on the back of the pager just below the battery latch this denotes that the unit has already had the problem corrected at the factory, no further action is required.

SYMPTOM:

The pager could reset or turn off inadvertently if the battery is forced away from the pager even with the battery latch locked. The user could potentially experience missed pages if the pager is turned off.

CAUSE:

An issue with in the manufacturing process created a worst case tolerance condition between the battery and the pager allowing the electrical connection to be broken even with the battery latch locked in place.

RESOLUTION:

Please follow one of the options listed below to resolve this issue:

Option 1: If the symptom listed above is observed within 45 days of shipment from Motorola, the unit can be returned for replacement by following the standard 45 day replacement procedure. When returning these units, please ensure that FSB10218 is referenced on the return paperwork as the reason the unit was returned.

Option 2: If the symptom listed above is observed as an out of box failure beyond the 45 day after shipment from Motorola, please call the System Support Center at 1-800-927-2744 prompts 3-3. To request an administrative case be opened to obtain a replacement unit. Please ensure that FSB10218 is referenced when speaking to the associate.

Option 3: If the symptom listed above was observed after the initial 45 days and the pager was programmed and put into use or already engraved or otherwise marked, the unit must be returned to the Motorola Repair Facility listed below for repair/replacement. When returning these units, please ensure that FSB10218 is referenced on the return paperwork as the reason the unit was returned.

Motorola Service Centre	Motorola Service Center
8133 Warden Avenue	45-D Butterfield Trail
Markham, ON L6G 1B3	El Paso, TX 79906
1-800-543-3222	1-800-227-6772

Note: If a unit outside the serial number range listed above, that exhibits the same issue, please contact the SSC and have a technical case opened.

SEVERITY RECOMMENDATION:

Medium - Perform at next scheduled maintenance

PARTS REQUIRED (HARDWARE/SOFTWARE):

All parts will be included in the repair or replacement of the unit by Motorola.

LABOR ALLOWANCE

No labor warranty is implied, intended or authorized with the release of this bulletin.

Attachments: None

Version: R01.00.00

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The information contained in this bulletin is intended for use by trained, professional technicians who have the proper tools, equipment, and training to perform the service described above. If applicable, enter this information or note this bulletin number and subject material in the appropriate equipment instruction manuals and make necessary schematic diagram changes. Labor and/or parts warranty reference is limited to products sold and in use in the United States. For products sold and in use Internationally, this bulletin is for informational purposes only. Radios that are Agency Approved must follow designated agency guidelines. MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. All other trademarks, product, or service names are the property of their respective owners.