

Nokia support center

XXXXX, 27 April 2010

Subject: Defect Nokia N900

Dear Sir/Madam,

Hereby i sent you my defect Nokia N900.

This writing is to describe the errors i encountered with my Nokia N900.

The problems i'm experiencing:

- Problems when receiving or sending SMS/IM messages
- Random reboots
- Unable to access my "MyDocs"

The first messages were that the N900 kept complaining about my SMS/IM inbox was full, even when there were only a dozen messages. I tried removing some messages, but this kept failing.

After a reboot this would work most of the times, but not always, sometimes i had to reboot the phone multiple times before removing messages worked again.

Since i have a lot of Linux experience (i'm a Linux sysadmin in my daily work) i opened the terminal and started to find out what was happening.

I found out that there was a problem with the filesystem (EXT3) on *mmcblk0p2*.

I tried a filesystem check (fsck.ext3) on the filesystem, but this helped for only some hours, afterwards the filesystem was broken again, without even using the phone.

When dumping my kernel messages (with dmesg) i found out what the problem was, the internal memory seems broken:

```
[ 5197.295013] end_request: I/O error, dev mmcblk0, sector 60301550
[ 5197.295074] mmcblk0: error -110 sending status comand<3>mmcblk0: error -110
sending read/write command, response 0x0, card status 0x0
[ 5197.295104] mmcblk0: error -110 transferring data, sector 60301551, nr 1,
card status 0x0
[ 5197.295104] end_request: I/O error, dev mmcblk0, sector 60301551
[ 5197.295166] EXT3-fs error (device mmcblk0p2): ext3_get_inode_loc: unable to
read inode block - inode=115002, block=458773
```

The last few days it even started to get worse, my swap is also giving problems:

```
[21658.199615] Write-error on swap-device (179:0:60900232)
[21658.199645] end_request: I/O error, dev mmcblk0, sector 60900232
```

It seems the internal memory is broken and is causing the problems i'm experiencing.

On the attached pages (2 in total) you will find some more output of my phone.

Thank you,

XXX XXX XXXX

***** some kernel messages *****

```
[ 5197.295013] end_request: I/O error, dev mmcblk0, sector 60301550
[ 5197.295074] mmcblk0: error -110 sending status comand<3>mmcblk0: error -110
sending read/write command, response 0x0, card status 0x0
[ 5197.295104] mmcblk0: error -110 transferring data, sector 60301551, nr 1,
card status 0x0
[ 5197.295104] end_request: I/O error, dev mmcblk0, sector 60301551
[ 5197.295166] EXT3-fs error (device mmcblk0p2): ext3_get_inode_loc: unable to
read inode block - inode=115002, block=458773
[ 5217.375305] mmcblk0: retrying using single block read
[ 5217.375396] mmcblk0: error -110 sending status comand<3>mmcblk0: error -110
sending read/write command, response 0x0, card status 0x0

[21660.443572] mmcblk0: error -110 transferring data, sector 60448970, nr 6,
card status 0x0
[21660.443572] end_request: I/O error, dev mmcblk0, sector 60448970
[21660.443634] mmcblk0: error -110 sending status comand<3>mmcblk0: error -110
sending read/write command, response 0x0, card status 0x0

[21658.199493] Write-error on swap-device (179:0:60900200)
[21658.199493] end_request: I/O error, dev mmcblk0, sector 60900200
[21658.199523] Write-error on swap-device (179:0:60900208)
[21658.199554] end_request: I/O error, dev mmcblk0, sector 60900208
[21658.199554] Write-error on swap-device (179:0:60900216)
[21658.199584] end_request: I/O error, dev mmcblk0, sector 60900216
[21658.199584] Write-error on swap-device (179:0:60900224)
[21658.199615] end_request: I/O error, dev mmcblk0, sector 60900224
[21658.199615] Write-error on swap-device (179:0:60900232)
[21658.199645] end_request: I/O error, dev mmcblk0, sector 60900232

[ 5217.382354] EXT3-fs error (device mmcblk0p2): ext3_get_inode_loc: unable to
read inode block - inode=115002, block=458773
```

***** mount *****

```
rootfs on / type rootfs (rw)
ubi0:rootfs on / type ubifs (rw,bulk_read,no_chk_data_crc)
proc on /proc type proc (rw)
sysfs on /sys type sysfs (rw)
tmpfs on /tmp type tmpfs (rw,noatime,size=1024k)
tmpfs on /var/run type tmpfs (rw,nosuid,noatime,size=256k,mode=755)
none on /dev type tmpfs (rw,noatime,size=10240k,mode=755)
devpts on /dev/pts type devpts (rw,gid=5,mode=620)
tmpfs on /dev/shm type tmpfs (rw,nosuid,nodev,noatime,size=65536k)
/dev/mmcblk0p2 on /home type ext3
(rw,noatime,errors=continue,commit=1,data=writeback)
nodev on /sys/kernel/debug type debugfs (0)
/opt/pymaemo/usr/lib/python2.5 on /usr/lib/python2.5 type bind (bind)
/opt/pymaemo/usr/share/pyshared on /usr/share/pyshared type bind (bind)
/opt/pymaemo/usr/lib/pyshared on /usr/lib/pyshared type bind (bind)
/opt/pymaemo/usr/share/python-support on /usr/share/python-support type bind
(bind)
/opt/pymaemo/usr/lib/python-support on /usr/lib/python-support type bind (bind)
/dev/mmcblk0p1 on /home/user/MyDocs type vfat
(rw,noauto,nodev,noexec,nosuid,noatime,nodiratime,utf8,uid=29999,shortname=mixed
,dmask=000,fmask=0133,rodir)
```

*** df ***

Filesystem	lk-blocks	Used	Available	Use%	Mounted on
rootfs	233344	168008	61052	73%	/
ubi0:rootfs	233344	168008	61052	73%	/
tmpfs	1024	64	960	6%	/tmp
tmpfs	256	72	184	28%	/var/run
none	10240	72	10168	1%	/dev
tmpfs	65536	4	65532	0%	/dev/shm
/dev/mmcblk0p2	2064208	72328	1887024	4%	/home
/opt/pymaemo/usr/lib/python2.5	233344	168008	61052	73%	/usr/lib/python2.5
/opt/pymaemo/usr/share/pyshared	233344	168008	61052	73%	/usr/share/pyshared
/opt/pymaemo/usr/lib/pyshared	233344	168008	61052	73%	/usr/lib/pyshared
/opt/pymaemo/usr/share/python-support	233344	168008	61052	73%	/usr/share/python-
support					
/opt/pymaemo/usr/lib/python-support	233344	168008	61052	73%	/usr/lib/python-support
/dev/mmcblk0p1	28312128	6503168	21808960	23%	/home/user/MyDocs