

Motorola Update: Mobile phone JPEG advisory

As a Motorola owner, you may have recently heard about concerns regarding JPEG files. We have looked carefully at the situation, and have come to two conclusions that we hope you find reassuring and satisfying. First, the potential threat is small; in fact, we don't know of any actual incidents. Second, if you do experience this problem, it is easily fixed.

Here are the facts as we understand them:

- **This was discovered in the lab, not “in the wild.”** Researchers have been able to manipulate a JPEG file (a kind of graphic or photo file) so that it will corrupt select models of Motorola phones, including the RAZR V3. We do not know of any actual manipulated JPEG files in circulation. The file used to demonstrate this problem was created by ZDI (zerodayinitiative.com) for testing purposes. ZDI is an organization dedicated to helping find and close technical security gaps.
- **You can prevent any potential problem.** For this to happen, you would have to load a manipulated JPEG on your phone. For example, someone would have to send you a manipulated file via MMS (multimedia messaging service). If you accept it, you may see your phone briefly reset itself as it tries to display the manipulated JPEG file. Similarly, you could receive the file via your PC and transfer it to your phone. If you refuse to accept MMS messages or files from unknown senders, you're very unlikely to receive malicious files. This is a good practice at all times.
- **It's easily fixed.** If you find that you have accepted a file from an unknown sender, you can easily recover. First, delete the JPEG file. Then simply turn your phone off and on again. Problem solved.

Motorola learned of this potential problem last year. We've used the knowledge to eliminate this problem in our newer phones. We're grateful for ZDI's help.

At this time, we are not planning to create software updates to prevent this issue on phones already in use. It's a simple equation for owners. We don't expect it to happen, and if it does, it's just easier to delete the file and turn your phone off and on than it would be to update your software.