

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-262
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 Total No. of Pages: 2
 Subject: **3G A1000 – Vibrator / Audio (noisy, rattling)**
 Model Affected: 3G A1000 (SJUG0050AX / SJUG0050AX)
 Level of Repair: 3

Problem

Service is aware of an issue, identified during the 1st 200 NPI analysis of A1000. Some units were returned with a customer complaint of “Noisy Vibrator or Rattling/Distorted audio during MP3 playback”. Analysis revealed the problem to be linked to an issue with the left MFT (Multi-Function Transducer) being over driven.

Models Affected: SJUG0050AX and SJUG0050AX (All subsequent models have the HW fix)

Solution

Parts Change:

Ref Des.	Part Number (Old)	Value (Old)	Part Number (New)	Value (New)
C4212	2113928N01	(0.1uF)	2113743L41	(0.01uF)
C4213	2113928N01	(0.1uF)	2113743L41	(0.01uF)

Service Action

Customer Returns:

When servicing A1000 (SJUG0050AX or SJUG0050AX) customer returns, with a customer complaint related to of “Noisy Vibrator or Rattling/Distorted audio during MP3 playback”, then:

1. Perform the part changes detailed above.
2. Verify Distortion is no longer evident after rework (MFT may have been damaged).
 - a. If failure is still present after rework, follow normal troubleshooting procedure per the customer complaint.



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Service Inventory:
No Action Required.

Call Center Information

When responding to problem product inquiries where customer complains of distorted audio during MP3 playback or noisy vibrator, please direct them to have there handset serviced per this FSB.

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: ALT03 (Alert – Ring tone, noise / distortion)

Problem Found Code: ALT03 (Alert – Ring tone, noise / distortion)

REF Designator Code: C (Capacitor)

Repair Code: REP06 (Replace Electrical Part – CSB/FSB)

Asia Codes:

Fault Code: 16 (Ringer Distortion)

Repair Code: 04 (Part Replaced)

PRC E-Service Codes:

Customer Complaint Codes: 1003 (Alert – Ring tone, noise / distortion)

Problem Found Code: 1003 (Alert – Ring tone, noise / distortion)

REF Designator Code: N/A

Repair Code: 1206 (Replace Electrical Part - CSB/ FSB)