

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-47
Author: Ross Karlen
Date: Feb 23, 2005
Total No. of Pages: 4
Subject: **3G A1000 – Main Keypad – Damaged Joystick**
Model Affected: 3G A1000 (SJUG0050AX – SJUG0050BX)
Level of Repair: 2

Problem

Service is aware of an issue, identified during user trials and in the 1st 200 NPI Analysis on A1000. Some units were returned with a customer complaint of “Main Keypad – Joystick broken / missing” Fig A. Analysis revealed inconsistent assembly and lack of adhesion caused minimal retention force.

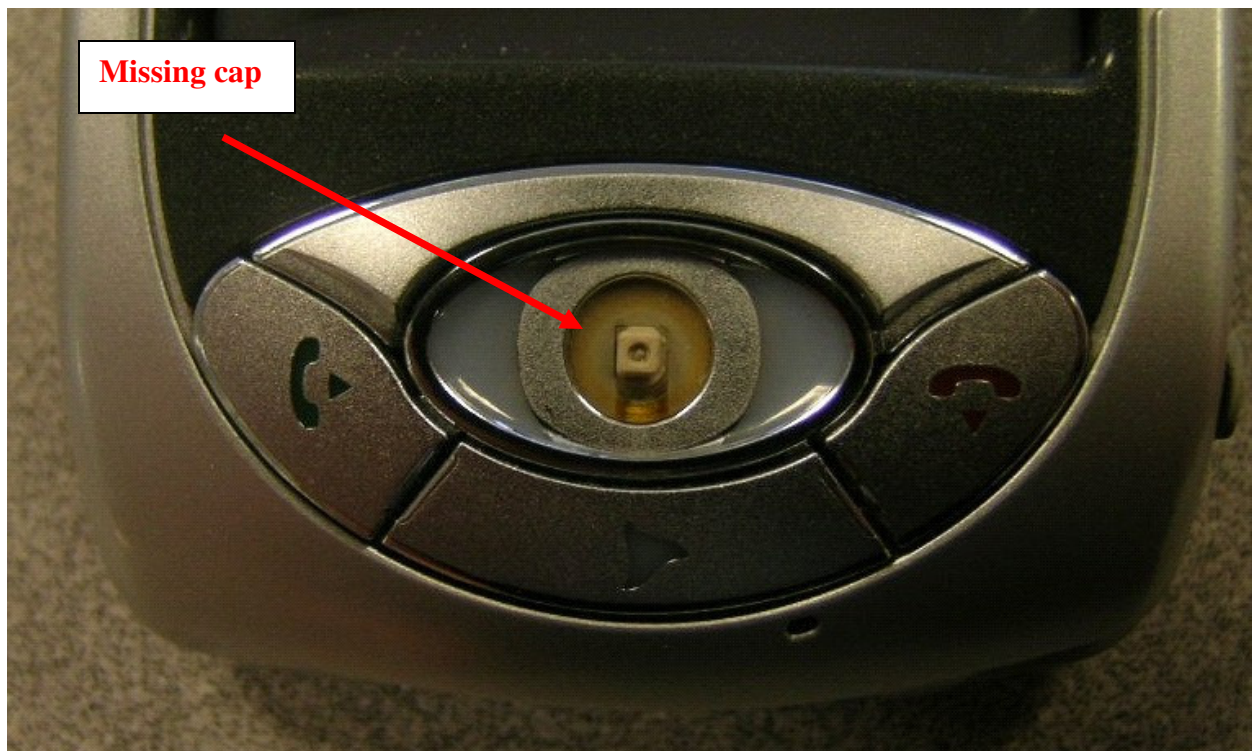


Fig A. Shows missing joystick cap



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Solution

Short Term: Maximize retention force with current design using fixture and an optimized process. This fix was implemented on all units shipped SJUG0050AX and SJUG0050BX.

Long Term: The permanent corrective action was to add a metal bracket to the bottom of the new joystick cap that will grab onto the post under a side force. Joystick retention redesign will occur on SJUG0050CX and later Hardware versions. All SJUG0623XX contain fix.

NOTE: When replacing a front or rear housing on SJUG0050AX or SJUG0050BX with a new front housing assembly with the new joystick retention design you must also replace the rear housing with the new rear housing assembly. This is due to an opening change of .3mm around the headset jack.

Part Numbers:

The old part numbers for the A1000 (SJUG0050AX and SJUG0050BX) are:

Main Assembly---SHN8541A
Front Housing Assembly—1590041N02
Rear Housing Assembly----1590089N01
Headset Jack Grommet-----0590096N02
Chassis for rear housing----2790092N01
Joystick cap---- 3889310Y01 (See Picture Fig B.)

The new part numbers for the A1000 (SJUG0050CX) are:

Main Assembly---SHN8541B
Front Housing Assembly—1590041N03
Rear Housing Assembly----1590089N03
Headset Jack Grommet-----0590096N03
Chassis for rear housing----2790092N03
Joystick cap---- 3889310Y02 (See Picture Fig B.)



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Fig B. Shows new and old retention device

Service Action

Customer Returns:

When servicing A1000 (SJUG0050AX and SJUG0050BX) customer returns with a customer complaint related to “Main Keypad – Joystick Broken / Missing”, then:

1. Replace with New Hardware from parts listed under Solution (Front and Rear Housing Assembly) upon availability.

Service Inventory:

No action

Call Center Information

If Customer complains of “Main Keypad – Joystick broken / missing” on A1000, direct the customer to have their phone serviced per this FSB.



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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: MKP09 (Main Keypad – Joystick)

Problem Found Code: MKP09 (Main Keypad – Joystick)

REF Designator Code: KYPD (Keypad)

Repair Code: RMP10 (Replace Mechanical Part – CSB/FSB)

Asia Codes:

Fault Code: 08 (No Keypad Op)

Repair Code: 07 (Mechanical Repair)

PRC E-Service Codes:

Customer Complaint Codes: 2109 (Main Keypad – Joystick)

Problem Found Code: 2109 (Main Keypad – Joystick)

REF Designator Code: N/A

Repair Code: 1310 (Replace Mechanical Part – CSB/FSB)