



## **FIELD SERVICE BULLETIN**

FSB Number: PRELIMINARY LVCCFSB2003-414  
Author: Dale Jenkins  
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Total No. of Pages: 2  
Subject: **3G Front End Module Cracking/ PA Damage**  
Model Affected: All A920 (Paragon) and  
A835 (Talon Integrated "Cadillac and siemens look")  
Level of Repair: 3, and 4

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### **Problem**

Service has been made aware that some Front End Modules FL001 (Part # 5109908K74) on current 3G products (A920 "Paragon" and A835 "TI Cadillac and TI Siemens look"), may crack when subjected to shock. This will cause low signal strength indications, dropped calls and poor call performance. It can also allow the GSM PA U800 (Part # 4889695L12) to become damaged causing a no turn on condition.

### **Solution**

Design change and P&P underfill on part.

### **Field Service Action**

#### **Customer Returns:**

When servicing any 3G A920 or A835 customer return with a complaint code of CPR06 "Poor call performance", "Poor signal strength", "Dropped calls" or TON01 "Power up failure"

- 1.) Verify if the FEM is cracked.
  - a. If the FEM is cracked replace cracked part and check to see if the PA is blown, if it is replace the PA.
  - b. If the FEM is not cracked, check to see if the PA is blown, if it is replace the PA.

#### **Service Inventory:**

No action required.



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Consumer Solutions & Support  
US Competency Center  
600 North US Highway 45  
Libertyville, Illinois 60048  
Website: [gs.mot.com](http://gs.mot.com)

**Service Entry Code**

Please ensure that repairs of this type are logged on the Service database as follows:

**Complaint Code:** CPR06 Drop call, Poor reception at strong signal.  
TON01 No Turn On.

**Root Cause Code:** RPT05 Replace part Comp Centre / Engineering Request