

Middle East & North Africa  
Personal Communication Sector

***Field Service Information***

**3G Integrated A835 – Rear Endo**

Our Reference: SI21\_3\_2004

Date: March 31, 2003

Pages (including this page): 3

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Product/System: A835

Subject: **3G Integrated A835 – Rear Endo**

## **FIELD SERVICE INFORMATION**

### **Problem:**

This is an informational bulletin detailing a hardware change on Talon Integrated A835 model from "BH" suffix (old) to "DH" suffix (new). The hardware change is to address two issues, one to improve WCDMA RX performance, which included a rear endo change (new antenna) and parts change, and the second to address a factory test issue related to Output RF spectrum (ORFS).

### **Solution:**

1. Rear Endo change from 1588120N08 to 1588120N10 (New Antenna)
2. Antenna matching values required for 1588120N10 Rear Endo

| <u>Ref Des</u> | <u>old ("BH" suffix)</u> | <u>new ("DH" suffix)</u> |
|----------------|--------------------------|--------------------------|
| C050           | 2409377M11               | Do not place             |
| C052           | 2113740F39               | 2409377M41               |
| L051           | Do not place             | 2409377M07               |

3. ORFS fix

| <u>Ref Des</u> | <u>old ("BH" suffix)</u> | <u>new ("DH" suffix)</u> |
|----------------|--------------------------|--------------------------|
| R810           | 0662057M66               | 0662057M39               |
| C852           | 2113743N32               | 2113743L01               |
| L580           | 2113743N09               | Do not Place             |

**Note:** Anytime you change the Rear Endo to 1588120N10 on a Talon integrated A835 unit with a BH (suffix) you must perform the parts changes in Item 2. No BH (suffix) boards should have the ORFS (Item 3) changes performed on them.

### **Service Action:**

#### **Customer Returns:**

When servicing 3G Talon Integrated A835 "BH" (suffix) units, it is not necessary to replace the Rear Endo with a 1588120N10 Rear Endo. If unit is returned for poor call performance related to WCDMA RX, then:

1. Replace 1588120N08 Rear Endo with the 1588120N10 Rear Endo
2. Perform the following changes:

| <u>Ref Des</u> | <u>new ("DH" suffix)</u> |
|----------------|--------------------------|
| C050           | remove                   |
| C052           | change to 2409377M41     |
| L051           | change to 2409377M07     |

3. Proceed with normal testing and troubleshooting procedures for these types of returns.

### **Classification:**

**Motorola Internal Information**

**Strictly released for Motorola Authorized Service Center Use only.**

## **Service Entry Cod:**

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

**Note:** Only use these codes for units that are considered NT's and this repair were performed.

### **Global M-Claims Codes:**

**Customer Complaint Codes:** CPR05 (Voice call – drop call, poor reception)

**Problem Found Code:** CPR07 (Voice call – drop call poor reception weak signal)

**REF Designator Code:** ANT (Antenna)

**Repair Code:** RAN06 (Replace antenna – SCB/FSB)

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