



**FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2003-90  
Author: Dale Jenkins  
Date: September 29, 2003  
Total No. of Pages: 2  
Subject: **A920 (Paragon) Headset Detect/Undetect Issue**  
Model Affected: All A920 (Paragon)  
Level of Repair: 3, and 4

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**Problem**

Customers may complain of headset not working or headset detect/undetect failures. This can be caused by an exposed resistor (Reference designation R206) on the display flex. The resistor grounds the sense line for headset detect/undetect. The failure can be intermittent.

**Solution**

Manufacturing has begun placing Kapton tape (part # 1470280A03) over the resistor on the display flex as per photo on page 2.

**Field Service Action**

**Customer Returns:**

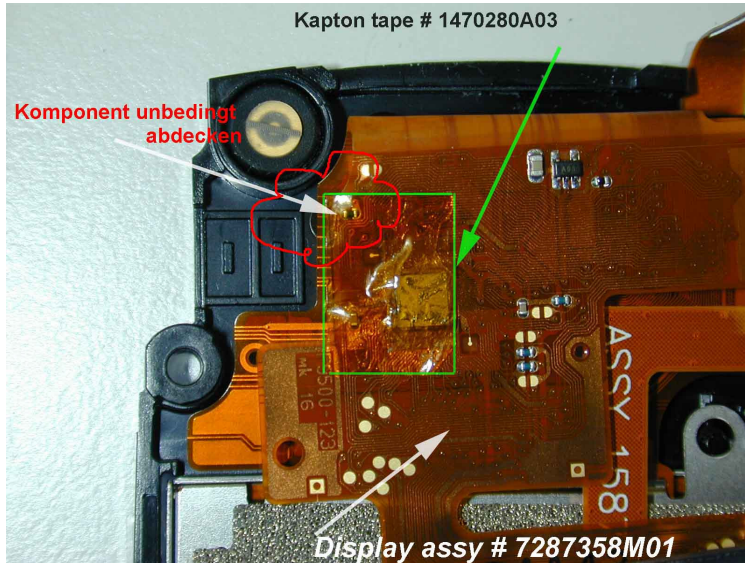
When servicing an A920 with a headset detect failure:

- 1.) Check to see if there is tape on display flex as shown in photo. If tape is there go to step (A), If not taped go to step (B).
  - a. Inspect tape for wear and tear or abrasions, replace with new tape (part # 1470280A03) if any are found. If no issues found with tape, proceed with normal troubleshooting procedures.
  - b. Place tape (part # 1470280A03) on display flex as shown in photo, reverify failure. If headset detect/ undetect failure persists' proceed with normal troubleshooting procedures.



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Consumer Solutions & Support  
US Competency Center  
600 North US Highway 45  
Libertyville, Illinois 60048  
Website: gs.mot.com



**Service Inventory:**

Please ensure that Kapton tape (part # 1470280A03) is available at service centers.

**Service Entry Code**

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

**Complaint Code:** CON02 Headset jack

**Repair Code:** RAS04 Reassemble CSB/FSB