



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-113
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Date: May 21, 2004
Total No. of Pages: 2
Subject: No/Intermittent/Noisy Mic Audio on TA02 GSM Products
Model Affected: C236, C250, C260, C33x, C450, C35x, C370, C380,
Level of Repair: 1

Problem

Service has been made aware of an audio issue pertaining to the microphone 5089725K04. There have been customer complaints from the field related to the TX/Mic audio when Panasonic mics are used. This was also confirmed during the C350 MOL analysis. In many cases, proper Mic audio operation can be temporarily restored by applying pressure to the front housing near the mic location. The root cause has been determined to be deformation of the elastomer boot used on the Panasonic mic which results in a no or intermittent connection between the Mic to PCB contacts. Microphones manufactured by Hosiden do not exhibit these failures. The elastomer boot on Hosiden mics is a different design. Compression testing of these microphone assemblies found that the Panasonic mic required a greater load than the Hosiden samples to reach comparable resistances across contacts of a test board.

Solution

Microphones manufactured by Hosiden should be used in place of Panasonic. Part # is 5089725K04.

Field Service Action

Customer Returns:

Perform the following analysis procedure for all TA02 GSM products returned with customer complaints of:

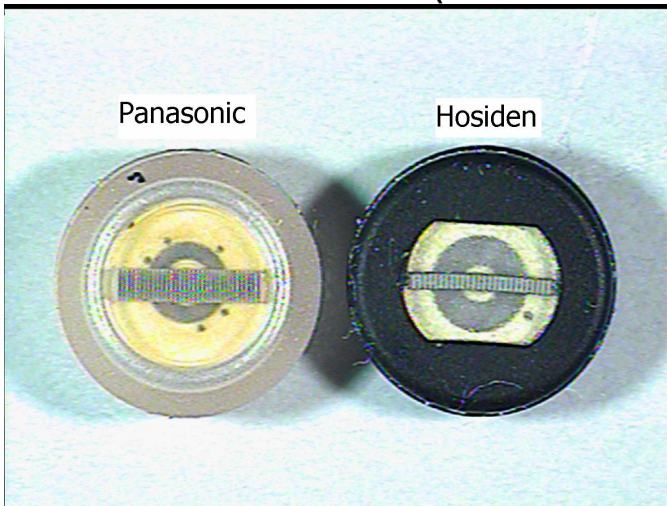
- A) No or intermittent mic audio
- B) Static or noisy mic audio
- C) Poor call quality (if the mic is suspected)

Analysis Procedure:

- 1) Disassemble the unit to gain visibility to the mic
- 2) Verify the type of mic being used. Refer to the photo below to aid in distinguishing between the two mics:
- 3) If a Panasonic mic is being used, replace it with a Hosiden.

- 4) Reassemble the unit.
- 5) Initiate a test call to ensure proper mic audio operation is restored. If not, continue with normal troubleshooting procedures.

Panasonic vs Hosiden Mics (viewed from contact side)



Service Inventory:

- 1) Purge inventory of Panasonic mics and stock with Hosiden.

Service Entry Codes

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

Global Service Codes-

Customer Complaint:	AUD12	Audio-Mic Noisy at Unknown Cond
Problem Found:	AUD12	Audio-Mic Noisy at Unknown Cond
Reference Designator:	MIC	Microphone
Repair:	REP06	Replace Electrical Part-CSB/FSB

PRC E-service Entry Codes

Complaint Code:	1112	Audio-Mic Noisy
Root Cause Code:	1206	Replace Electrical Part-CSB/FSB