FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-153
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Date: July 16, 2004
Total No. of Pages: 2
Subject: C380 Rear Housing Opening Instructions
Model Affected: C380
Level of Repair: 1

Problem
C380 users & service personnel are experiencing extreme difficulty in removing the rear housing.

Solution
A procedure has been implemented on the proper opening technique to remove the rear housing.
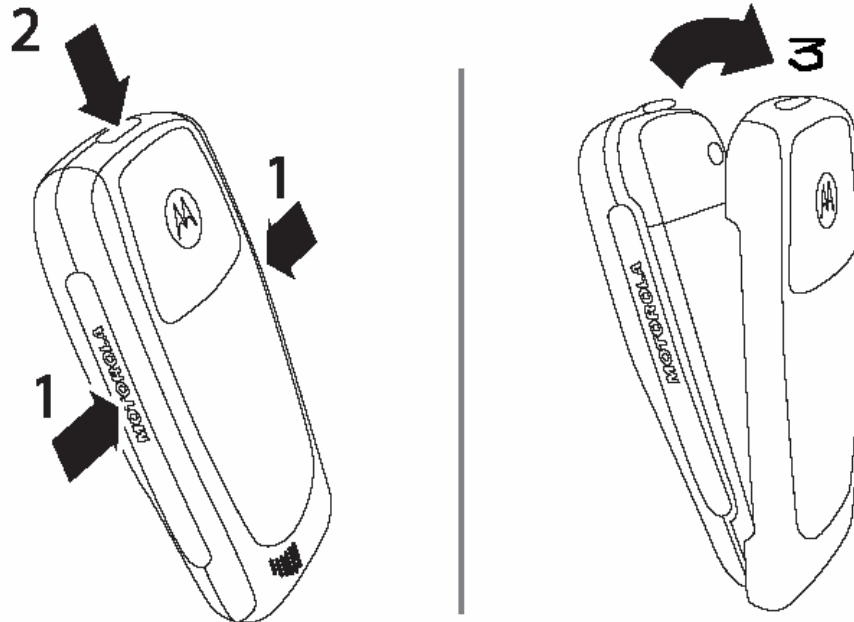
Field Service Action
Customer Returns:
Use the following procedure to remove the rear housing as necessary on customer returns. Refer to the diagram below.

1) Squeeze the sides of the front housing in the middle of the "Motorola" logo as shown in the diagram;
2) Simultaneously press the release button on the top of the phone with the thumb of your free hand;
3) While implementing Steps 1 and 2, pull the rear housing away from the phone.

Service Inventory:
N/A

Call Center Action:
Refer to this FSB to instruct users how to remove the rear housing.

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

Global Service Codes-

Customer Complaint:	HRE00	Housing Rear-No Detail Provided
Problem Found:	HRE00	Housing Rear-No Detail Provided
Reference Designator:	DOOR	Battery Door
Repair:	RTU01	Return Unrepaired-Tested and Passed Specs

PRC Service Codes-
Complaint Code: 4101- Battery door – too tight/loose
Root Cause Code: 2209 – wrong operation