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Consumer Solutions & Support  
US Competency Center  
600 North US Highway 45  
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### **FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2004-190  
Author: Max Dekirmandjian  
Date: September 27, 2004  
Total No. of Pages: 3  
Subject: C380 Cracked Rear Housing  
Model Affected: C380  
Level of Repair: 1

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#### **Problem**

Service has been made aware of an issue with the C380 Rear Housing P/N's CFHN9029A (Blue) or CFHN9036A (Black). It is possible for the plastic housing to crack near the latch when installing or removing the rear housing. The plastic material used on the rear housing can become brittle, thus resulting in cracks. Refer to photo below:





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### Solution

The supplier has modified the housing molding process. The change consists of switching to a smaller barrel in the molding press where the material passes from solid to fluid. In doing this, the time that the material is at a hot temperature is reduced, resulting in less material degradation and improved mechanical performance. These process changes have taken place starting Sept 20, 2004.

### Field Service Action

#### **Customer Returns:**

On all C380 units returned for service, remove the rear housing and verify the housing's date of manufacture. If the date code is prior to Sept 20, 2004, replace the rear housing with a date code of **Sept 20, 2004 or later**. The photo below shows the location of the rear housing's manufacturing date.





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**Service Inventory:**

Purge inventory of rear housing P/N's CFHN9029A (Blue) or CFHN9036A (Black) if date of manufacture is before Sept 20, 2004.

**Call Center Action:**

Cracked battery door complaints-instruct user to return phone to service to obtain a replacement rear housing per this FSB.

**Service Entry Codes**

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

**Global Service Codes-**

<b>Customer Complaint:</b>	<b>HRE01</b>	<b>Housing Rear-Cracked</b>
<b>Problem Found:</b>	<b>HRE01</b>	<b>Housing Rear-Cracked</b>
<b>Reference Designator:</b>	<b>REAR</b>	<b>Rear Housing</b>
<b>Repair:</b>	<b>RMP02</b>	<b>Replace Mechanical Part-Broken/Crack</b>

**PRC Service Codes-**

<b>Complaint Code:</b>	<b>6101</b>	<b>Housing Rear-Cracked</b>
<b>Repair Code:</b>	<b>1302</b>	<b>Replace Mechanical Part-Broken/Crack</b>