

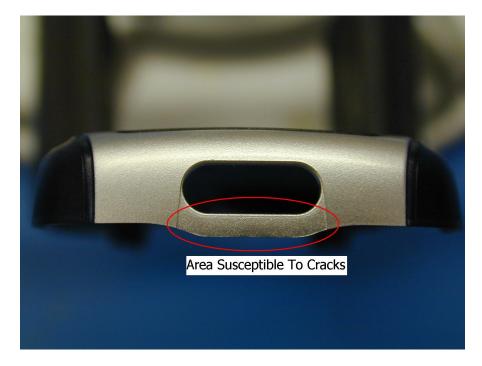
Consumer Solutions & Support US Competency Center 600 North US Highway 45 Libertyville, Illinois 60048 Website: gs.mot.com

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

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-

Customer Complaint:	HRE01	Housing Rear-Cracked
Problem Found:	HRE01	Housing Rear-Cracked
Reference Designator:	REAR	Rear Housing
Repair:	RMP02	Replace Mechanical Part-Broken/Crack
PRC Service Codes- Complaint Code: Repair Code:	6101 1302	Housing Rear-Cracked Replace Mechanical Part-Broken/Crack