

Middle East & North Africa
Personal Communication Sector

Field Service Information

C550 Poor Tactile & Speaker Howling

Our Reference: SI20_3_2004

Date: March 31, 2003

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Date: March 31, 2003

Our Reference: SI20_3_2004

Product/System: C550

Subject: **C550 Poor Tactile & Speaker Howling**

FIELD SERVICE INFORMATION

Problem:

The first issue was found in C550 NPI. Customers complain C550 Keypad No Function or Poor Tactile. The root cause is keypad plunger isn't with an excellent length.

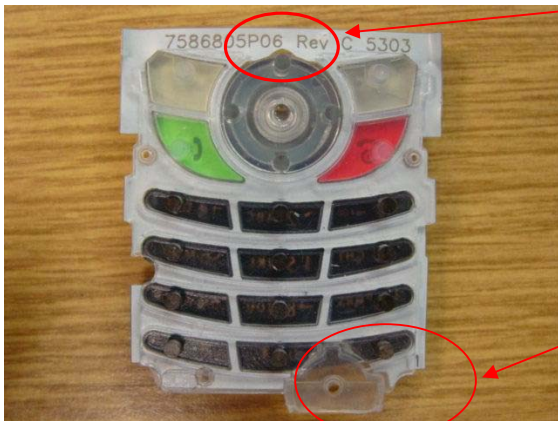
The other issue was customers complain Earpiece Volume Varies with a sudden howling sound. The root cause is the sound is not able to diffuse out of the MIC enclosure on Keypad.

Solution:

Design team modified plunger length and MIC enclosure on Rev E keypad. So that Rev E keypad may solve Keypad problem and Speaker Howling issue.

Field Service Action:

Any C550 returns of Keypad No Function or Poor Tactile or Earpiece Volume Varies should be changed to Rev E Keypad. Keypad revision number may be found on the bottom side of keypad.



Please change to Rev E keypad if finding the complaints.

MIC Enclosure

Classification:

Motorola Internal Information

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Service Entry Code:

EPPRS Code:

Complaint Code: 8- No Keypad Op
56-Chopping Audio

Root Cause Code: 7- Mechanical

M-Claim Code NA Service Entry Code:

Customer Complaint:	MKP01	Main Keypad - No function/ hangs
	MKP02	Main Keypad - Poor Tactile
	AUD03	Audio - Earpiece, Volume varies
Problem Found:	MKP01	Main Keypad - No function/ hangs
	MKP02	Main Keypad - Poor Tactile
	AUD03	Audio - Earpiece, Volume varies
Reference Designator:	KYPDM	Keypad Main
Repair:	RMP10	Replace Mechanical Part - CSB/ FSB

Classification:

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