

Middle East & North Africa  
Personal Communication Sector

***Field Service Information***

**C550 GSM Damaged Audio Filter U902**

Our Reference: SI29\_4\_2004

Date: April 1, 2004

Pages (including this page): 3

Prepared by:

Mohamed Morsy  
Customer Services Manager,  
Middle East & North Africa



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Date: April 1, 2004

Our Reference: SI29\_4\_2004

Product/System: C550

Subject: **C550 GSM Damaged Audio Filter U902**

## **FIELD SERVICE INFORMATION**

### **Problem:**

Service has been made aware of an audio issue on C550 units. Insufficient clearance exists between the U902 Audio Filter which is mounted on the PCB and the endo plastic. As a result, it is possible for U902 to become sandwiched between the endo and the PCB during the assembly process and thus dislodging or damaging U902 as the assembler forces the PCB to fully seat in the rear endo. When this occurs, the unit will fail for no speaker/earpiece audio.

### **Solution:**

The clearance problem has been resolved with a modification to the rear endo plastic- the length of the plastic tab near U902 has been reduced to allow for more clearance between these two components. This modified endo assy is P/N 0103560B01.

### **Field Service Action:**

#### **Customer Returns:**

Perform the following on all units returned for service:

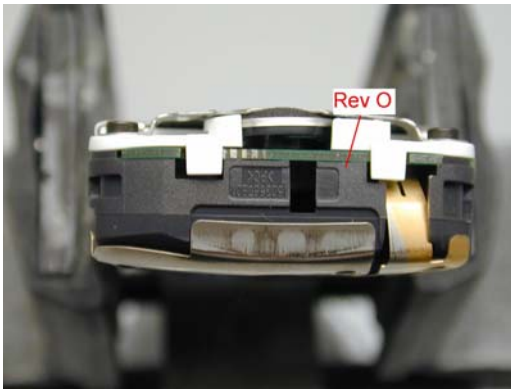
- 1) Check the version of the endo plastic on the unit. If it has the Rev O version, then proceed to Step 2. If the endo is a Rev A, then continue to process the returned unit per normal troubleshooting procedures. Refer to the two photos below to aid in distinguishing between the Rev O & Rev A versions:

#### **Classification:**

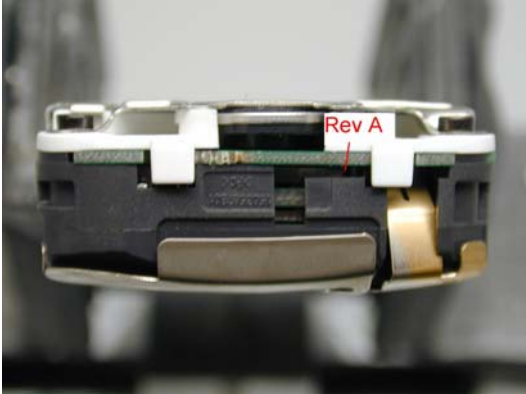
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### Rev O Endo Plastic

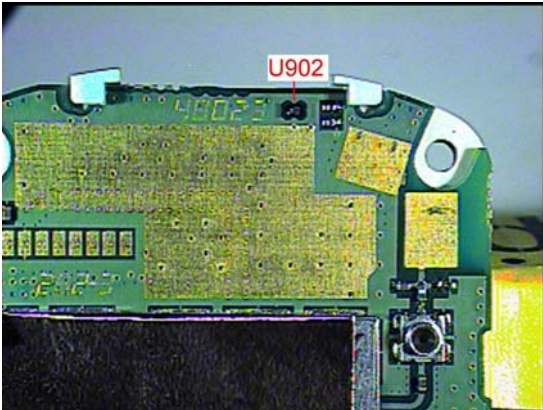


### Rev A Endo Plastic



2) Disassemble the endo assy from the PCB.  
Inspect U902. Replace if damaged or missing

### U902 Location



3) Reassemble the unit using endo assy 0103560B01.

### Service Entry Codes:

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

#### Global M Claims Codes-

Customer Complaint:	AUD01	Audio- Earpiece , No
Problem Found:	AUD01	Audio- Earpiece , No
Reference Designator:	U	Integrated Circuit And Module
Repair:	PTT02	Replace Part- Damaged

#### Classification:

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