

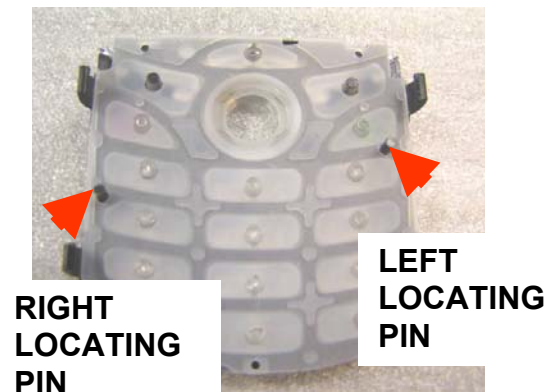
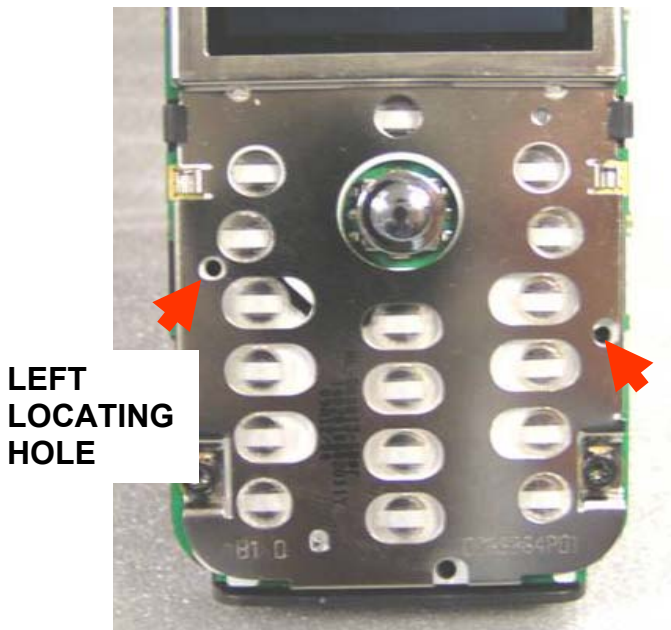
FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004-108
Author: Li Bin
Date: May 17, 2004
Total No. Of Pages: 3
Subject: **GSM C650 Update WI to check keypad assembly FSB**
Model Affected: C650 all model
Level of Repair: 1

Problem

GSM C650 "Keypad no function and poor tactile" issue was found in 1st 200 NPI returns. Customers complain the keypad no function and poor tactile. This issue was due to assembly issue during production. Major issue in 1st 200 NPI returns. Refer to WI ID No. ID-329 (below is part of WI)

ENDO LOCATING HOLES & KEYPAD LOCATING PINS



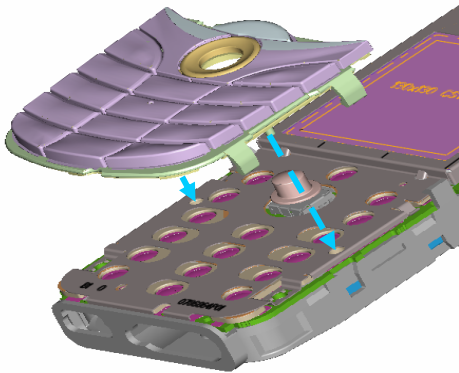


KEYPAD INSERTION

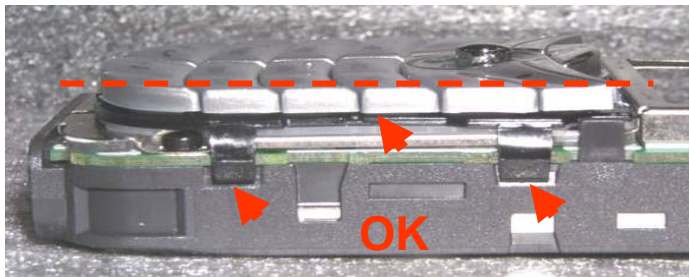
Keypad to be assembled as shown.

Keypad locating pins must be aligned to the locating holes.

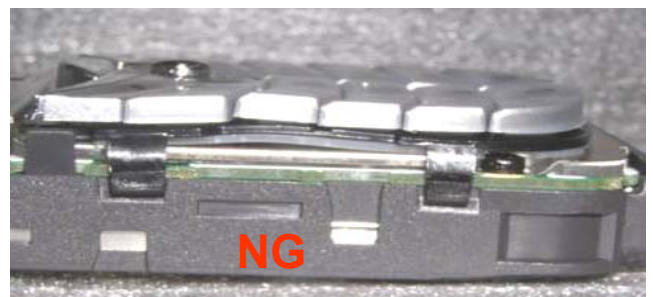
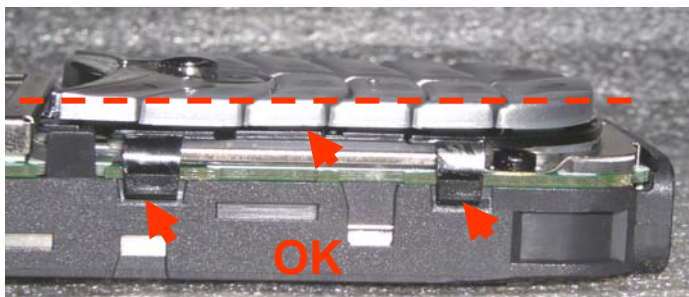
Use both thumbs to press on the keypad as shown.



Ensure all catches are snapped onto Endo properly and locating pins are fully seated as shown below.



Right Side



Left Side

Solution

New Working instruction was released to check the issue for global factory on C650 production.
-- May 11, 2004

Field Service Action

Customer Returns:

If the keypad no function and poor tactile returns, please check the keypad assembly first.
Reassembly the keypad can solve the complaints.

Service Inventory:

N/A

Call Center Action:

If customer's complaint is keypad issue, please check assembly first.

Service Entry Code

PRC E-service Code:

Complaint Code: 2101- No function
2102- Poor Tactile

Root Cause Code: 1063 – Reassembly

EPPRS Code:

Complaint Code: 73- Keypad Faulty – Dead
Root Cause Code: 83- Wrongly Assembly