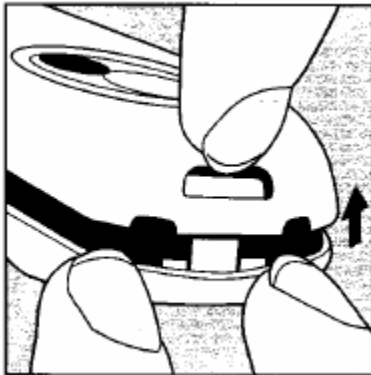


FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004-109
Author: Li Bin
Date: May 17, 2004
Total No. Of Pages: 2
Subject: **GSM C650 rear housing hard open issue**
Model Affected: C650 all model
Level of Repair: 1

Problem

GSM C650 "rear housing hard open" issue was found during user trial in all regions. Customers complain rear housing hard to open => compromise had to be found between proper fit with small gaps and force required to open. A number of units were found the same issue but not counted as the 1st 200 NPI units.



Solution

3 fingers open - illustration is needed to instruct end user how to open.

Field Service Action

Customer Returns:

If the hard open rear housing returns, please instruct user as above picture show how to open.



Beijing Competency Center
Beijing MCIC
No. 39A Zi Zhu Yuan Road,
Beijing
P. R. China
Website: gs.mot.com/cc

Service Inventory:

N/A

Call Center Action:

If the hard open rear housing returns, please instruct user as above picture show how to open.

Service Entry Code

PRC E-service Code:

Complaint Code: 4101- Battery door – too tight/loose

Root Cause Code: 2209 – wrong operation

EPPRS Code:

Complaint Code: 28- Battery door fit

Root Cause Code: 89- No Faulty Found – return to user