MOTOROLA

Middle East & North Africa
Personal Communication Sector

Field Service Information

GSM C650 polyphonic speaker defect

Our Reference: SI43_9_2004

Date: Sep 19, 2004

Pages (including this page):   3

Prepared by:

Ehab Elhosary

Regional Technical Support Engineer
Middle East and North Africa.

MOTOROLA

Middle East & North Africa
Date: Sept 19, 2004
Our Reference: SI43_9_2004
Product/System: C650
Subject: **GSM C650 polyphonic speaker defect**

FIELD SERVICE INFORMATION

GSM C650 polyphonic defect issue was found when product post-launch NPI analysis (May 2004) and affect all regions. Service has been made aware of the issue. 3 major failure modes identified:
 1. Voice coil scramble,
 2. Diaphragm melting
 3. Break of coil wire

MOTOROLA

Solution Supplier Citizen has presented the actions for heat resistance upgrade evaluation.
 • Improvement at the coil wire's insulation film & bonding film
 • Improvement for bonding glue between diaphragm & coil.
 • Improvement plan to the wire material – with silver content above 2%.

Customer Returns:
If the polyphonic speaker is determined to be faulty, replace the speaker with date code wk 36 or later. Printed on the speaker surface you may see the date code 436

Service Entry Code:

Global Service Codes
 Customer Complaint: ALT01 Alert - Ring tone, no ALT02 Alert - Ring tone, low ALT03 Alert - Ring tone, noise / distortion
 Reference Designator: LS Speaker/Alert
 Repair: REP01 Replace Electrical Part - Defective