



MOTOROLA

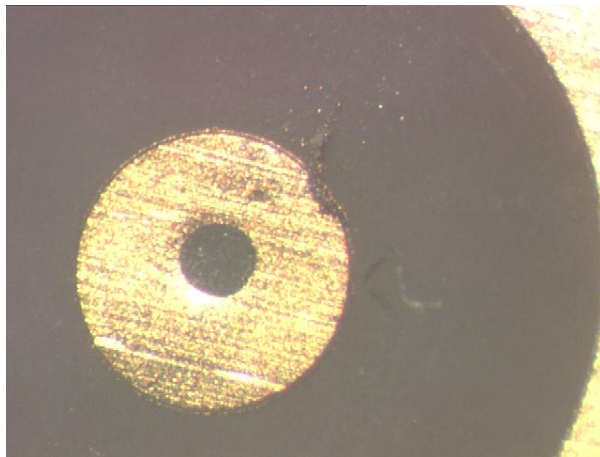
Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-110 (Revision A)
Author: Amador Hassell
Date: October 7th, 2005
Total No. of Pages: 3
Subject: **3G C980 / C975 / E1000 Microphone – Lo / Low Audio**
Model Affected: 3G C980, C975 and E1000
Level of Repair: 2

Problem

Service is aware that some C980 / C975 / E1000 units have been returned with "Microphone – No/Low Audio complaints" or "Noisy audio complaints". Unit analysis revealed foreign material contamination on the main board around the microphone contacts. The presence of debris in this area causes intermittent connection with the microphone assembly and, in some instance, blocks completely the signal from the transducer. Due to intermittent contact between the Mic and the PCB the user and the called party will experience crackling noise. This is attributed to sidetone audio (Routing of the microphone audio back to the speaker so the user can "hear" what they are speaking).



Contaminated microphone contacts



Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

Solution

The transducer's signal is blocked due to the presence of foreign material between the elastomeric connector and the PCB's pads. At this point, no design solutions are scheduled and the Service Centers are instructed to ensure cleanliness in the microphone contacts area to prevent signal loss.

Service Action

Customer Returns:

When servicing C980/C975/E1000 units with Microphone –No/Low audio or Noisy RX audio complaints:

1. Follow normal audio troubleshooting procedures.
2. If no hardware failure is found and the unit still presents intermittent microphone functionality, disassemble the unit. Follow the disassembly procedures defined in the product's level two-service manual.
3. Gain access to the microphone contacts. Inspect both, the contacts and the elastomeric connector for foreign material.
4. Eliminate unexpected dust or contamination on board using ionized air gun, if it's necessary.
5. Dampen a soft lint-free cloth with Isopropyl alcohol.



6. Lightly wipe alcohol onto the microphone pad and allow pad to dry before re-assembly



2.

7. Replace the old microphone assembly with a new assembly. Use part **50856000J02** for **C980/C975** and part **5089725K04** for **E1000**.
8. Reassemble the unit following the procedures established in the product's level two-service manual. Ensure the screws are tightened using the proper torque (**25 Ncm (2.2 lbf in, 2.54Kgf-cm)**).
9. Perform a full function test.

Service Inventory: N/A

Call Center Action

If costumers complain of No/Low Microphone, (Other party cannot hear the costumer), direct the costumers to have their phone serviced as per this FSB.

Service Entry Code

M Claims:

Customer Complaint Codes: AUD07 (Audio - Mic , No)

Problem Found Code: AUD07 (Audio - Mic , No)

REF Designator: MIC

Repair Code: REP06 (Replace Electrical Part- CSB/FSB)

Asia Codes:

Fault Code: 13

Repair Code: 04

PRC E-Service Codes:

Problem Found Code: 1107 (Audio - Mic , No)

Repair Code: 1206 (Replace Electrical Part- CSB/FSB)