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

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-151
Author: Max Dekirmandjian / Hien Huynh
Date: July 8, 2004
Total No. of Pages: 4
Subject: **GSM E398 – Poor audio, Earpiece-Echo**
Model Affected: E398
Level of Repair: 3

Problem

Service has been made aware of a mic audio ECHO issue in E398 GSM units. During the initial two seconds of a call, the other party may hear echoing. This issue was found on units that use the 3-key keypads. Analysis revealed the root cause of this failure is due to the poor seal of keypad and front housing with the PCB. There were 24,000 production units built with this 3-key keypad for the Asia market prior to a fix being implemented.

Solution

Development Engineering identified that these keypads have a poor seal around the mic. Development Engineering requested that for a echo related failure, if it is required to replace the front housing with a 1589893Nxx Rev B along with the 3-key keypad P/N 388303Yxx (Refer to the tables below for the correct suffix).

Field Service Action

Customer Returns:

Replace the front housing & keypad on E398 returns with a MOM of June 2004 or earlier that have Mic/TX Audio related customer complaints. Refer to the tables below for the correct part numbers.

Note: Both the front housing & keypad needs to be replaced to fix the echo issue.

Refer to the photos & part number below to aid in distinguishing between the old & new keypads:



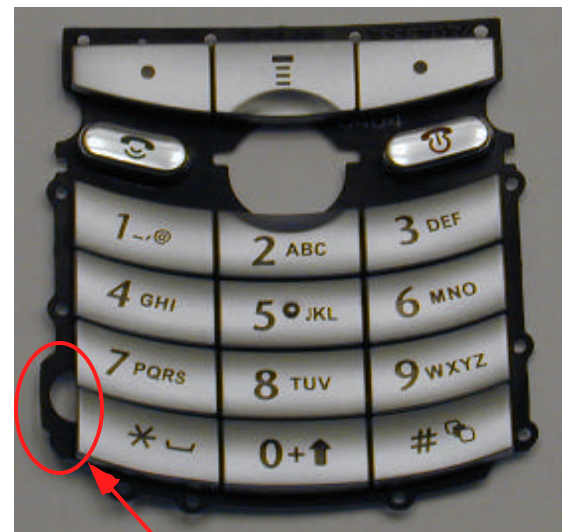
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NEW KEYPAD PART NUMBER	LANGUAGE
3888303Y03	ENGLISH
3888303Y04	HEBREW
3888303Y05	RUSSIAN
3888303Y06	ARABIC
3888303Y09	THAI



Old 3 key keypad



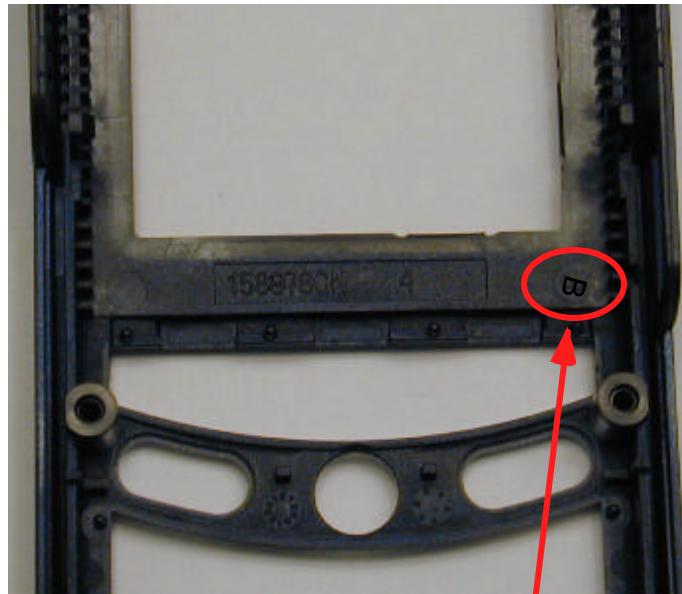
New 3 key keypad



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FRONT HOUSING ASSEMBLY P/N	COLOR
1589893N09	BLACK LICORICE
1589893N10	STAR WHITE
1589893N11	OLYMPIC BLUE



Housing Revision is located here



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Service Inventory:

Purge all 3-key keypad P/N 3889743N's and all front housing P/N 1589893N's Rev. A from stock.

Service Entry Codes

Please ensure that repairs of this type are logged in the service database as follows:

Asia Codes:

Fault Code: 11 – Poor audio

Repair Code: 04 – Part Replaced

M-Claim Codes:

Customer Complaint Code: AUD04 – Audio – Earpiece – Echo

Problem Found Code: AUD04 – Audio – Earpiece – Echo

Ref. Des. Code: KYPD – Key pad / H – Housing

Repair Code: RPT06 – Replace Part – CSB/ FSB