

## **FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2004-255  
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Total No. of Pages: 2  
Subject: E398-Loose Power/End Key  
Model Affected: E398 GSM  
Level of Repair: 2

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### **Problem**

Analysis of keypad related complaints from the 1<sup>st</sup> 200 E398 NPI returns has revealed that the cap on the Power/End key is becoming loose and detaching from it's base. This is due to instability of the primer used during the manufacturing process, thus contributing to poor bonding strength of the adhesive. This occurred on both 3 and 4-key keypads.

### **Solution**

The manufacturer, YouEal Electronics Co, has switched to a different primer to improve the bonding performance. This primer was implemented into the manufacturing process in June 2004.

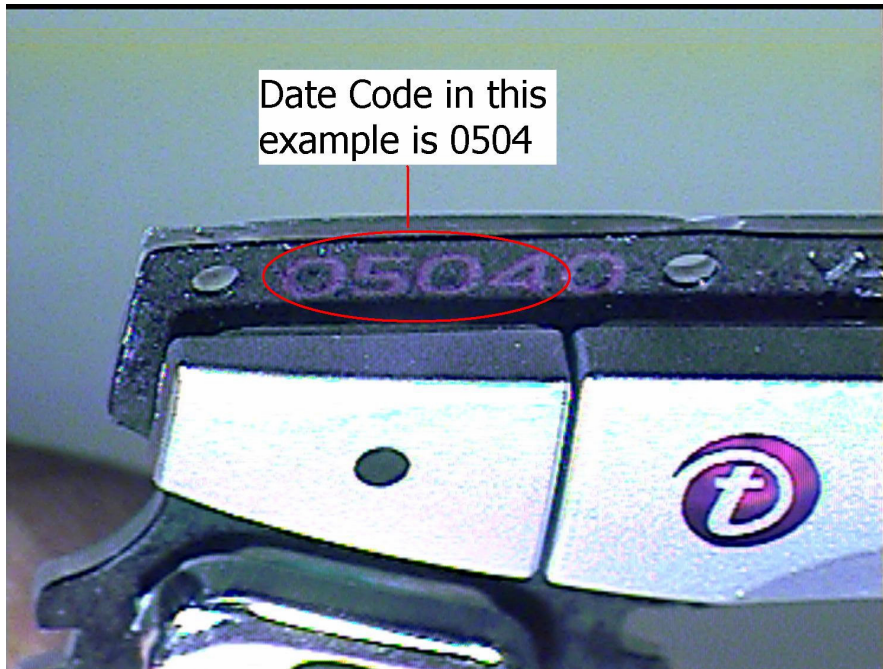
### **Service Action**

#### **Customer Returns:**

Replace the Keypad with date code of 0604 or later on E398 returns that have complaints such as:

- Power/End Key Broken
- Power/End Key Detached
- Power/End Key Loose

The date code is located in the upper left corner near the left soft key. Refer to the photo below to assist in Keypad date code identification.



**Service Inventory:**

Purge all 3 and 4-key E398 keypads with date code 0504 or earlier.

**Call Center Action**

Instruct customer to return unit for service per this FSB on keypad complaints as mentioned under “Service Action”.

**Service Entry Codes**

Please ensure that repairs of this type are logged into the applicable database as follows:

**Global Service Codes-**

<b>Customer Complaint:</b>	<b>MKP03</b>	<b>Main Keypad-Broken</b>
<b>Problem Found:</b>	<b>MKP03</b>	<b>Main Keypad-Broken</b>
<b>Reference Designator:</b>	<b>KYPD</b>	<b>Keypad</b>
<b>Repair:</b>	<b>RMP10</b>	<b>Replace Mechanical Part-CSB/FSB</b>

**PRC Service Codes-**

<b>Complaint Code:</b>	<b>2103</b>	<b>Main Keypad-Broken</b>
<b>Repair Code :</b>	<b>1310</b>	<b>Replace Mechanical Part-CSB/FSB</b>

**ASIA Service Codes-**

<b>Fault Code:</b>	<b>08</b>	<b>No Keypad Operation</b>
<b>Repair Code :</b>	<b>07</b>	<b>Mechanical Repair</b>



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