



Middle East & North Africa
Personal Communication Sector

Field Service Information

E398-Loose Power/End Key

Our Reference: SI69_12_2004

Date: Dec 28, 2004

Pages (including this page): 3

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Classification:

Motorola Internal Information

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Date: Dec 28, 2004

Our Reference: SI69-12_2004

Product/System: **E398**

Subject: **E398-Loose Power/End Key**

FIELD SERVICE INFORMATION

Problem:

Analysis of keypad related complaints from the 1st 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:

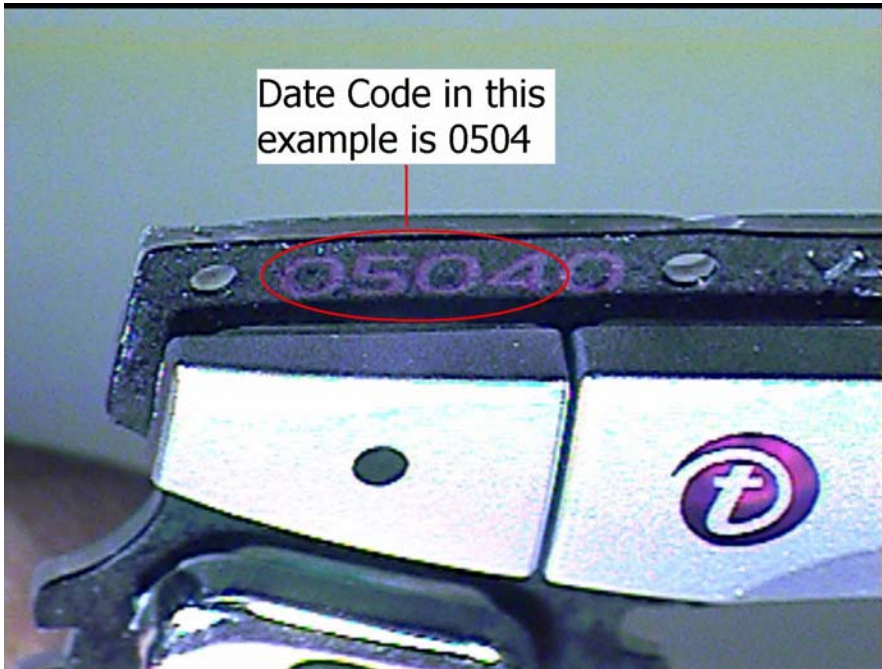
- Power/End Key Broken
- Power/End Key Detached
- Power/End Key Loose

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.

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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-

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

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