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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: LVCCFSB2004-155  
Author: Hien Huynh  
Date: July 20, 2004  
Total No. of Pages: 3  
Subject: **GSM E398 – Loose Battery door fit.**  
Model Affected: E398  
Level of Repair: 2

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#### **Problem**

This is an informational bulletin detailing a hardware change on E398. The hardware change is to address two issues:

- 1) To improve X axis movement of the battery door performance.
- 2) To improve Y axis movement of the battery door performance.
- 3) To improve Z axis battery door squeeze.

**See photo 1, 2 & 3 below for illustration.**



X axis- battery door side movement.

**Photo 1**



Y axis- battery door side movement.

**Photo 2**



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Z axis- battery door up & down movement.

**Photo 3**

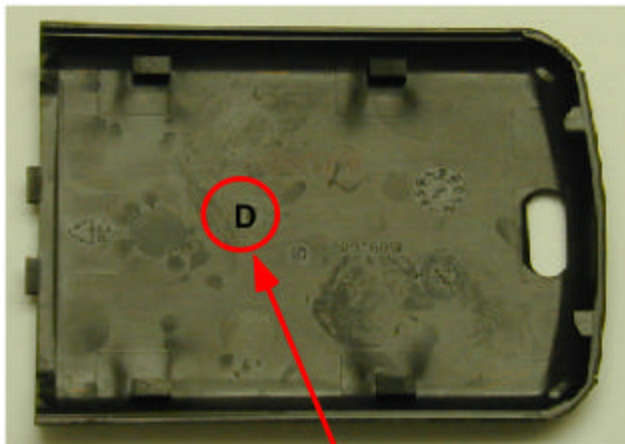
**Solution**

Corrective action was implemented to improve Battery door fit:

- Battery door revision "O" or "B" with battery door revision "D"; *fixed Z, X and Y axis movement.*

This solution had been implemented and cut over plan in middle of July 2004.

**Photo & part numbers are shown below for reference:**



Battery door Revision is located here

Battery Door	Part number
Soft touch Black	SHN8650A
Cosmic Universe Blue	SHN8649A
Star White	SHN8651A

**Field Service Action**

**Customer Returns:**

If an E398 unit is returned for loose battery door then replace with:

- Battery door revision "O" or "B" with battery door revision "D".



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**Service Inventory:**

N/A

**Service Entry Codes**

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

**PRC Codes:**

**Customer Complaint Code:** 4101 – Battery Door Fit / Gap

**Repair Code:** 1206 – Replace Part –CSB / FSB

**Asia Codes:**

**Fault Code:** 28 – Housings don't fit together properly

**Repair Code:** 11– Housing Issue – Known design issue

**M-Claim Codes:**

**Customer Complaint Code:** HBD01 – Battery Door Fit / Gap

**Problem Found Code:** HRE03 – Housing Rear – Poor Fit

**Ref. Des. Code:** H – Housing

**Repair Code:** RPT06 – Replace Part – CSB/ FSB.