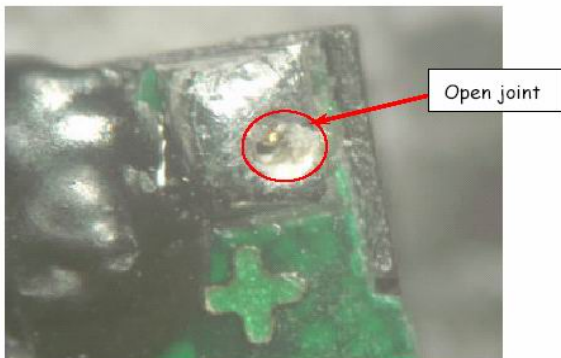


FIELD SERVICE BULLETIN

FSB Number BJCCFSB2007 - 123
Author zhang zhen
Date Friday, March 23, 2007
Subject **GSM - MotoFone F3 (Euro) MotoFone F3 (US) - F3 No Speaker**
Model Affected MotoFone F3
Level Of Repairs 2

Problem

This issue was found on SPK component during F3 NPI analysis with customer complaint of "No Earpiece" "No Alert" or "No Vibrator" while engineering analysis. The root cause showed: the spring contact pin was too short, and the hold in the protective fixtures which is for spring contact is too deep, so the spring contact pin could not come through the PCB board. Under this condition, it made poor soldering for spring contact pin and made poor contact, it resulted in no sound.



Solution

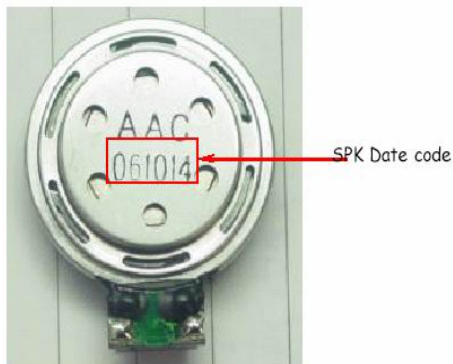
With Supplier Corrective Action: (Executed date on Dec 21 2006, D/C AAC061221)

- 1, Will introduce the automatic pin soldering to replace the soldering by hand;
- 2, Modify the depth of the hole in the spring contact protective fixture from 1.8mm to 1.6mm.

Field Service Action

For F3 phones returned to service center with the customer complaint of "No Earpiece", "No Alert", and "No Vibrator" issue, service engineer or technician can use multimeter to test SPK component resistance, if get open circuit result, replace SPK component directly.

Notice: SPK P/N is 5088767Z02, use after D/C AAC061221.



Service Inventory

N/A

Call Center Action

If the customer calls with the above mentioned symptoms, instruct the customer carries the unit to an authorized service center for repair.

Service Entry Code

Global Service Codes

Complaint Code: ALT01 - Alert - Ring tone , no
 ALT11 - Alert - Vibrator , no
 AUD01 - Audio - Earpiece , No

Problem Found Code: ALT01 - Alert - Ring tone , no
 ALT11 - Alert - Vibrator , no
 AUD01 - Audio - Earpiece , No

Reference Designator:SPK - Speaker

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

Asia Service Codes

Complaint Code:

Problem Found Code:

Reference Designator SPK - Speaker

Repair Code: 1206 - Replace Electrical P - CSB/ FSB