

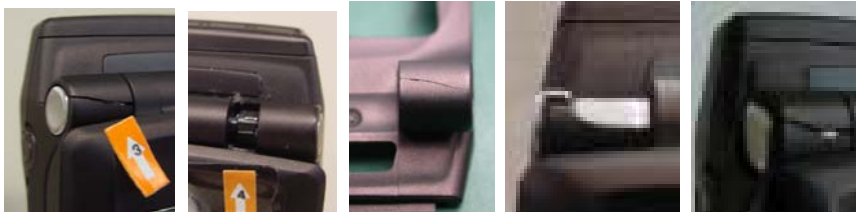


FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-104
Authors: Darwin Garcia
Date: April 15, 2005
Total No. of Pages: 2
Subject: **MPX220 Black Housing Crack**
Model Affected: **MPX220**
Level of Repair: 2

Problem

Service has detected a crack housing issue on the black model during MPX220 NPI process. Phones are being return for “Damaged Housing” complaints. The cracked housings were made in Dec of 2004 and ODM's analysis determined the root cause to be poor quality of the plastic raw material which was bought from Singapore GE agent.



Note: The injection date code of the case B+C is on the inner side of case C near the up key area and under the sponge. It will not easy to read since written by pen. The date code of the case B+C with new lot of plastic raw material from official agent should be 2005/03/26

Solution

The ODM switched housing supplier for raw material on Mar. 2005. The new supplier Taiwan GE agent has an improved molding; the ODM has verified and approved the new raw material for production by performing Proto-Cert, ALT and CALT test. All the MPx220 with old black housing in inventory at CMCS are being screened.

Field Service Action

Customer Returns:

When servicing any MPX220 customer phones with this failure replace the damaged housing(s). Part# MEMDS61012D Front Housing Black

Call Center Action:

If the customer calls with the above mentioned symptoms, please direct customer to have their phone serviced per this FSB.

Service Inventory

Screen spare parts for damage black housings and replace affected units.



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Global M-Claims Codes:

Customer Complaint Codes: HFR (Housing Front – No Detail Provided)

Problem Found Code: HFR01 (Housing Front – Cracked)

REF Designator Code: FRONT (Front Housing)

Repair Code: RMP10 (Replace Mechanical Part-CSB/FSB)