MOTOROLA

Middle East & North Africa
Personal Communication Sector

Field Service Information

MPX220 No Keypad Function

Our Reference: SI15-3-2005

Date: Mar22, 2005

Pages (including this page): 3

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MOTOROLA

Middle East & North Africa
Date: Mar, 22, 2005
Our Reference: SI15-3-2005
Product/System: MPX220
Subject: MPX220 No Keypad Function

FIELD SERVICE INFORMATION

Problem

Service has detected a "No Keypad Function" issue during MPX220 NPI process. One
Or more button(s) on the main keypad will not work when pressed at any time. After
further root cause analysis foreign material was found under the metal dome, which
affected the connection when pressing key(s). The environmental control requirement at
the supplier was not stipulated, due to this particles could adhere to the contact area
causing heavy key or key not sensitive problem.

Solution

The factory modified the assembly process by adding air gun cleaning station at the
Vendor, visual inspection before paste-on dome, and alcohol cleaning before metal dome
Assembly at the factory.
Also the internal quality team will monitor vendor process.

Perform standard Mylar replacement procedure, which is to include cleaning the
Keyboard contacts and retest the failure.

Call Center Action:
Call center should advise callers with this issue to send their phones in for repair.

Service Inventory:
N/A

Global Codes:
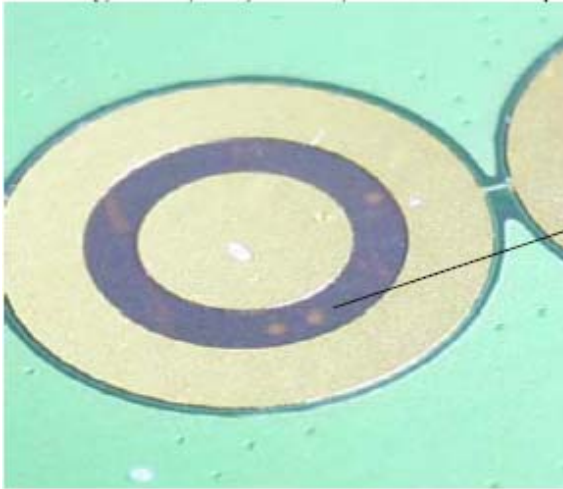Complaint Code: MKP01 – Main Keypad– No Function/hangs
Problem Found Code: MKP01 – Main Keypad– Totally Inoperative
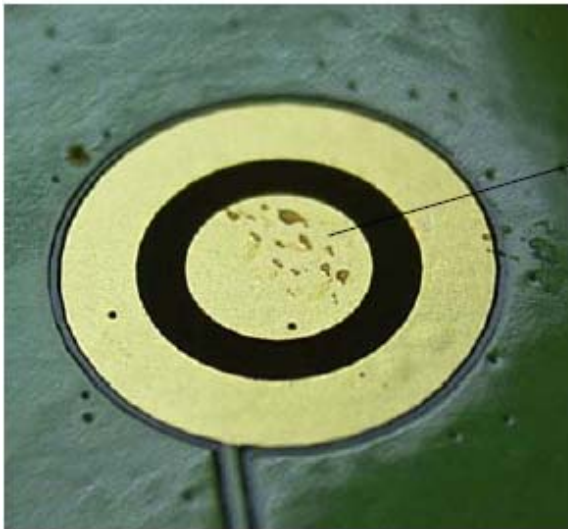Repair Code: RMP10 – Replace Mechanical Part-CSB/FSB

Particle inside the metal doom

Particle inside the metal doom

Classification:
Motorola Internal Information
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