

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2006-184
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Date: April 28, 2006
Total No. Of Pages: 3
Subject: **GSM PEBL U6 No Earpiece - solder open**
Model Affected: GSM PEBL U6
Level of Repair: 2

Problem

Service is aware of an issue identified during the U6 MOL Analysis. Some units, returned with a customer complaint of "Audio ,Earpiece , No", were found no earpiece audio as a result of earpiece solder open on the Camera Flex Assy. The root cause was determined to be wrong setting on soldering temperature.



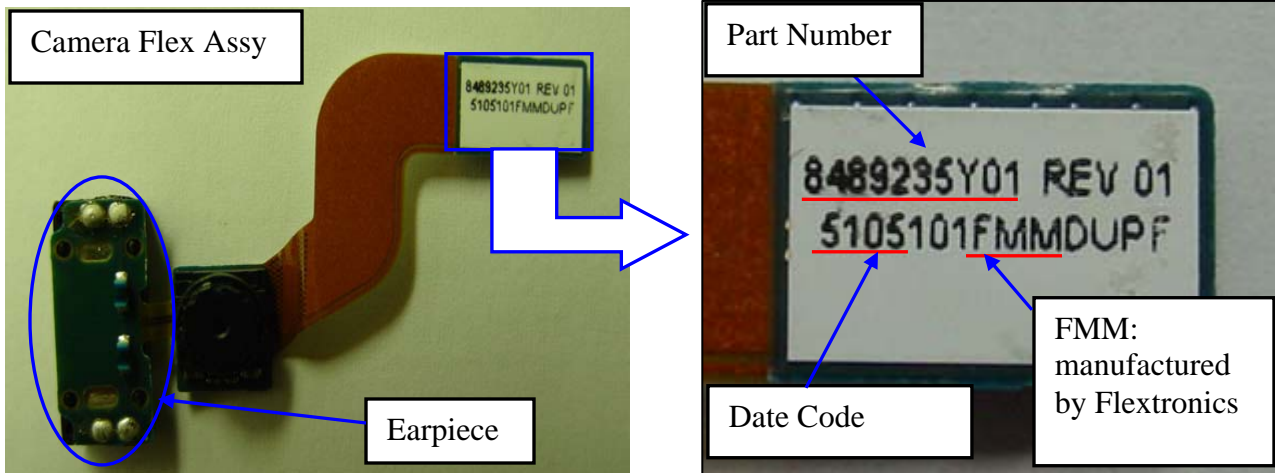
Solution

Supplier Flextronics has implemented corrective actions:

- A) To implement additional in-process 100% physical inspection on the speaker soldering open failures at soldering station and OQA station. (Date implemented: 7 Mar 2006)
- B) To implement additional inspection on the soldering temperature from once per day to once every 2 hours. (Date implement: 7 Mar 2006)

The improved Camera Flex Assy with Date code 1106 or later. (Week 11, 2006)

Flextronics date code identification:



Field Service Action

Customer Returns:

For U6 phones returned to Service Centre with the Customer Complaint of “Audio ,Earpiece , No”, please confirm the failure, then

- a. Swap the flip with a known good flip. If earpiece failure follows the flip, then
- b. Disassemble the flip and check the Camera Flex Assy connector if fully seated with the display board. (If not seated well, then press the connector to make sure a good connection and test again.)
- c. Replace the Camera Flex Assy with a known good part. If failure follows the Camera Flex Assy, then replace a new part with date code 1106 or later. (PN: 8489235Y01)
- d. If the unit displays the original failure symptoms with the known good part, then proceed with normal troubleshooting techniques as per the customer complaint.

Service Inventory:

Ensure the new parts with date code 1106 or later are ordered for service.

Purging or replacing current inventory is NOT required.

Call Center Action:

If the customer calls with the above mentioned symptoms, please direct the customer to return the unit to an authorized service center for repair, per this FSB.



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Service Entry Codes

Please ensure that repairs of this type are logged on to the applicable database as follows:

Global M-Claims Codes:

Customer Complaint Codes: AUD01(Audio - Earpiece , No)
Problem Found Code: AUD01(Audio - Earpiece , No)
REF Designator Code: CAM(Camera)
Repair Code: RMP10 (Replace Mechanical Part - CSB/ FSB)
RTW02 (Replaced level 2 part - CSB/FSB)