MOTOROLA

CELLULAR SERVICE

Bulletin

CELLULAR SUBSCRIBER PRODUCTS

MOTOROLA UK
REDWOOD
CROCKFORD LANE
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CHINEHAM
BASINGSTOKE
UNITED KINGDOM RG24 8WQ

CSB-1211-2
Country : UK
Date : 6/8/2007
APC : ALL
Repair Level : 2

Title	MOTOKRZR K3RAZR V3xPEBL U6 - 3GGSM - - Paint discoloration
Model Effected	K3/V3x/U6 Color

PROBLEM

Service is aware of an issue, identified during NPI anlysis of K3 Stone Gray and MOL analysis on 3G V3x Pumpkin and PEBL U6 Pumpkin, Steel Teal and Celery colored units returned from the field due discoloration/staining of the soft feel painted parts. Analysis revealed that the discoloration/staining of the soft feel painted parts is a result of the contamination/absorption of skin oil into the porous soft feel coating, see Fig 1. Since oil is absorbed into the thick paint layer it was not possible to clean it with any mild chemicals.

K3 Stone Gray Paint Discoloration on Battery door edges

V3x Dirty paint on edges

PEBL U6 Discoloration

Fig. 1

SOLUTION
Medium colors, like these used on K3, PEBL U6 and V3x should be marked with a warning sign for soft feel application on Motorola palette. For the new 2006-2007 palette, no medium colors will be offered in soft feel technology.

FIELD SERVICE ACTION
Customer Returns:

When servicing 3G K3 Stone Gray, V3x Pumpkin and PEBL U6 Pumpkin, Steel Teal and Celery colored units returned, then:

1. Replace discolored/stained housing with a new one. Also replace other housings, if needed, in order to maintain proper color match.
2. Instruct customer to prevent the unit from coming in contact with any oily solutions and or contaminant materials.

CALL CENTER ACTION
No Action Required.

SERVICE ENTRY CODE
Global Service Codes
Complaint Code: HFL07 - Housing Flip/Blade - Color mismatch

Problem Found Code:
                HFL07 - Housing Flip/Blade - Color mismatch

Reference Designator:
                H - Housing

Repair Code:
                RPT11 - Replace Part - Color mismatch

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2007-52
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