



**MOTOROLA**

Consumer Solutions & Support  
US Competency Center  
600 North US Highway 45  
Libertyville, Illinois 60048  
Website: gs.mot.com

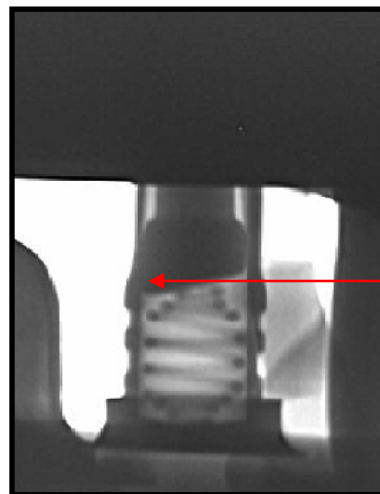
**FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2006-287  
Author: Tony Bryan  
Date: July 07, 2006  
Total No. of Pages: 3  
Subject: GSM PEBL U6 – Intermittent Alert Audio (Pogo-Pin)  
Phone Models: GSM PEBL U6  
Level of Repair: 3

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**Problem**

Service is aware of an issue identified in the NPI Analysis of the GSM PEBL U6 product. Some units, returned with customer complaints of “Alert– No Ringtone” and other related alert audio complaints, were found to be caused by poor mechanical connection internal to the alert pogo-pin connector (3988194N07). This failure mode is extremely intermittent and can be recovered and induced by flexing or shocking the rear housing in the area of the alert speaker. The root cause has been determined to be insufficient Nickel (Ni) and Gold (Au) plating on the pogo terminal inner surface and a low contact force between pin and pogo terminal inner surface.



Mechanical Connection Point

X-Ray image of U6 Pogo-Pin (3988194N07)



### Solution

- (1) 100% inspection of terminal plating and connector resistance implemented at supplier site on March 20th.
- (2) A re-design of the 3988194N07 pogo-pin was completed to increase contact angle from 15 degrees to 20 degrees. The increase in contact angle will provide a higher side contact force internal to the pogo-pin.

#### **New Pogo-Pin Part Number: 3988194N14**

*Note: New design is identical in appearance to the original design*

The factory cross-over to the new 3988194N14 pogo-pin design was completed on 7/1/2006. To assist in identification during the cross-over, the factories will add a marking to the current PCBA Label to indicate which pogo-pin was placed. See image below.

Factory PCBA Label

OEM PCBA Label

For all the PCBA soldered with new pogo pin 3988194N14, a letter "N" must be added on the label at the end of line 1

### Field Service Action

#### **Customer Returns:**

When servicing GSM PEBL U6 customer returns with a Month of Shipment (MOS) prior to August 2006, returned with customer complaints of "Alert- No Ringtone" or any other complaints related to audio through the polyphonic speaker, regardless if the complaint is confirmed or not, then:

- 1. Disassemble the housing and remove the PCBA.
- 2. Inspect the Factory PCBA Label to determine which pogo-pin has been placed. See image above.
  - a. If the Factory PCBA Label indicates the new 3988194N14 pogo-pin has already been placed, then proceed with normal troubleshooting techniques per the customer complaint.
- 3. Replace the 3988194N07 pogo-pin (LS1400) with the new 3988194N14 pogo-pin design.
- 4. Using a permanent marker add an "N" to the PCBA Label to indicate the board now has the new pogo-pin. See Image Above.



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5. Reassemble the unit and completely retest to ensure unit has been properly repaired.
  - a. If the unit still exhibits failure symptoms, then proceed with normal troubleshooting techniques per the customer complaint.

**Service Inventory:**

Please purge and return existing inventory of the old 3988194N07 pogo-pin and stock only the new 3988194N14 pogo-pin for field replacement on GSM PEBL U6.

**Call Center Action:**

When responding to customer inquires on GSM PEBL U6, with customer complaints of “Alert– Ringtone No” and any other complaints related to audio through the polyphonic speaker, please direct the customer to return the unit to an authorized service center for repair, per this FSB.

**Service Entry Code**

Please ensure that repairs of this type are logged on the Service Link database as follows:

**Global M-Claims Codes:**

**Customer Complaint Code:** ALT01 (Alert – Ringtone, No)

**Problem Found Code:** ALT01 (Alert – Ringtone, No)

**Reference Designator Code:** J (Connector)

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

RTW02 (Replace Level 2 part - CSB/FSB)