

FIELD SERVICE BULLETIN

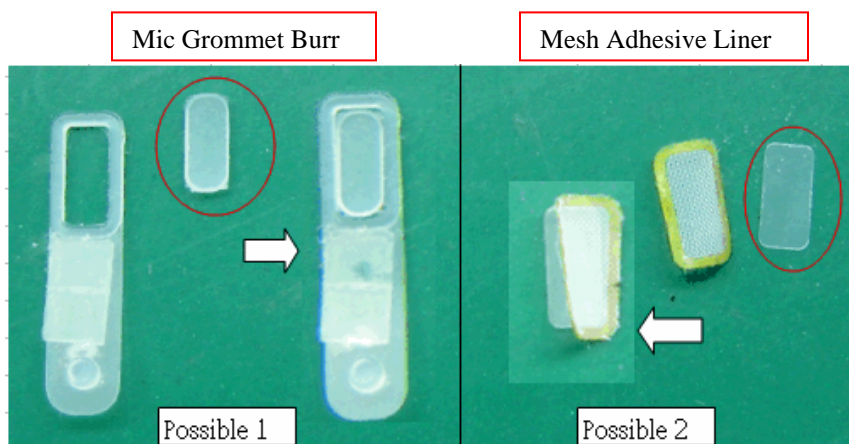
FSB Number: LVCCFSB2006-84
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Date: March 20, 2006
Total No. of Pages: 3
Subject: GSM PEBL U6 – Low/Distorted Microphone Audio
Phone Models: GSM PEBL U6
Level of Repair: 2

Problem

Service is aware of an issue on some GSM PEBL U6 phones, identified during the NPI Analysis, which affects Microphone Audio. Some units, returned with customer complaints related to “Low/Distorted Microphone Audio”, were found to have a problem with the Microphone Grommet (0588611Y02) placed underneath the keypad. Analysis revealed that plastic material was blocking the acoustic opening of the grommet preventing audio to the microphone. Factory Quality Team identified two root causes for this type of failure.

Root Cause #1 - No hole in grommet caused by grommet supplier not properly cleaning up burr from grommet.

Root Cause #2 - The clear acoustic mesh adhesive liner was not removed by operator at factory assembly when assembled into housing.





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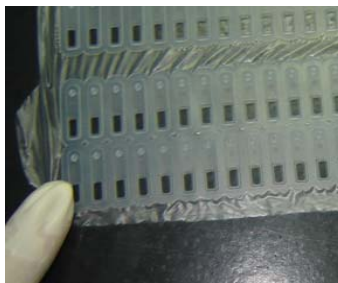
Solution

Root Cause #1

1a. Grommet Supplier “MingShun” modified their inspection process for grommet hole to implement a black background instead of by using white background, which can easy for detect the bad one. 2/7/2006 Please refer to the pictures below.



Before Improvement



After Improvement

1b. Foxconn Factory implemented a 100% check the grommet hole before adhesive it into the housing, and make it as a critical inspection point in final inspection. 2/7/2006

Root Cause #2

2a. Foxconn Factory has implemented a 100% inspection check for the acoustic mesh adhesive liner peeled off or not before assembly into the housing. 2/7/2006

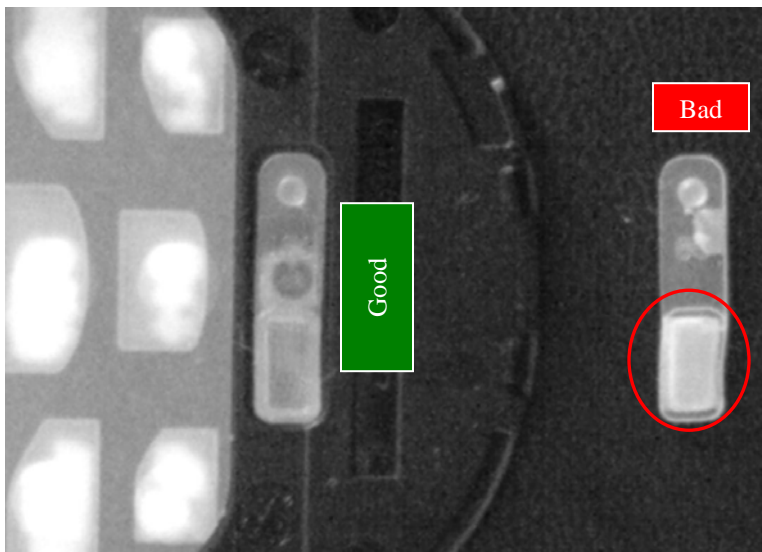
2b. Mesh Supplier 'FZ' changed the color of the acoustic mesh adhesive liner and does not use clear liner. This allows for easier inspection to determine if the liner has been peeled off or not during assembly into the housing. 2/15/2006

Field Service Action

Customer Returns:

When servicing GSM PEBL U6 customer returns, with a Month of Shipment (MOS) prior to March 2006, returned with Customer Complaints related to “Low/Distorted Microphone Audio”, then:

1. Disassemble the front housing, remove the keypad, and inspect the Microphone Grommet for this issue. See Image Below.
 - a. If the unit is determined not to have this issue, then follow normal troubleshooting procedures to determine the problem.
2. Replace the Microphone Grommet (0588611Y02).
3. Reassemble the unit and retest to ensure proper repair.



Service Inventory:

Please stock of the Microphone Grommet (0588611Y02) for field replacement on PEBL U6.

Call Center Action

When responding to customer inquiries on GSM PEBL U6 with complaints related to “Low/Distorted Microphone Audio”, please inform 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 in the Service Link database as follows:

Global M-Claims Codes:

Customer Complaint Code: AUD08 (Audio – Mic, Low)

Problem Found Code: AUD08 (Audio – Mic, Low)

Reference Designator Code:

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