

FIELD SERVICE BULLETIN

FSB Number	FLCCFSB2008 - 65
Author	Guido Wuebbels
Date	Monday, March 03, 2008
Subject	GSM - MOTOROKR U9 - Battery door does not fit
Model Affected	U9
Level Of Repairs	1

Problem

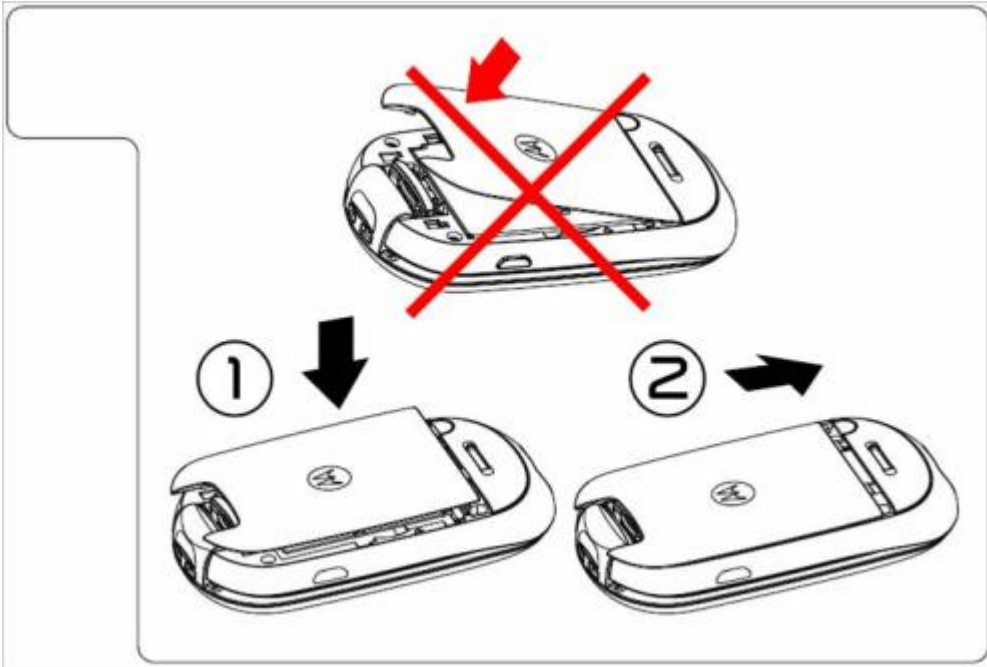
Service is aware that U9 units were returned during the NPI process with a customer complaint of "Battery door does not fit". The customer complained that it's difficult to insert the battery door. The root cause analysis reveals that the latch feature on battery door and rear housing were deformed, likely due to improper closing of the battery door by the end customer. The customer did not follow battery door closing instruction printed on the label on battery door bag and quick starter guide.





Solution

A label with instructions will be added on the top of the battery door. After first battery door insertion, the end customer will be able to remove this label.



Field Service Action

When responding to customer inquiries or complaints related to "Battery door does not fit", please inform the customer about the correct insertion process of the U9 battery door (See above picture).

Service Inventory

N/A

Call Center Action

When responding to customer inquiries or complaints related to "Battery door does not fit", please inform the customer about the correct insertion process of the U9 battery door (See above picture). If the issue is still not solved, please inform the customer to return the unit to a Service Center per this FSB.

Service Entry Code

Global Service Codes

Complaint Code: HBD01 - Battery Door - Fit / Gap
 HBD06 - Battery Door - Dented

Problem Found Code: HBD01 - Battery Door - Fit / Gap
 HBD06 - Battery Door - Dented

Reference Designator:

Repair Code: