



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

CSB-1319-1
Country : UK
Date : 5/2/2007
APC : E70
Repair Level : 1

Title
Model Effected

V3 - GSM - V3 keypads with the different colored navigation key
V3

PROBLEM

This is an informational bulletin to notify Service about the discoloration issue of the V3 keypad navigation key. The brown and or gray colors are being misinterpreted as a discolored navigation key. This is not a discoloration, both colors (as shown in the fig. 1) have been deemed acceptable.



SOLUTION

Educate the consumer into understanding that both of these colors, brown and gray, for the navigational key, are acceptable. They are not discolored. If they are any other color other than brown and gray, then follow normal troubleshooting procedures.

FIELD SERVICE ACTION

NA

Service Inventory

NA

CALL CENTER ACTION

When responding to V3 keypads with the different colored navigation key (brown and or gray) discoloration enquiries, ensure that the customer understand that either color is acceptable, it's not discoloration.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code:

Problem Found Code:

Reference Designator:

Repair Code:

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2007-160
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