

## FIELD SERVICE BULLETIN

FSB Number: **LACCFSB2006-315**  
Author: João Sousa  
Date: Jul 17<sup>th</sup>, 2006  
Total No. of Pages: 4  
Subject: **GSM V3 Black – Battery door color mismatch**  
Model Affected: GSM V3 Black  
Level of Repair: 2

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### Problem

Service is aware that some GSM V3 phones have been returned with customer complaints related to battery door - color mismatch. The failure mode analysis revealed that Foxconn battery doors are out of color specification limits, thus causing customer to notice a color difference between battery door and phone back housing. See pictures below for details :



Color mismatch  
between battery  
door and phone  
housing.

### Solution

The solution is to replace customer battery door (PN SHN8962A) by a new one.



**MOTOROLA**

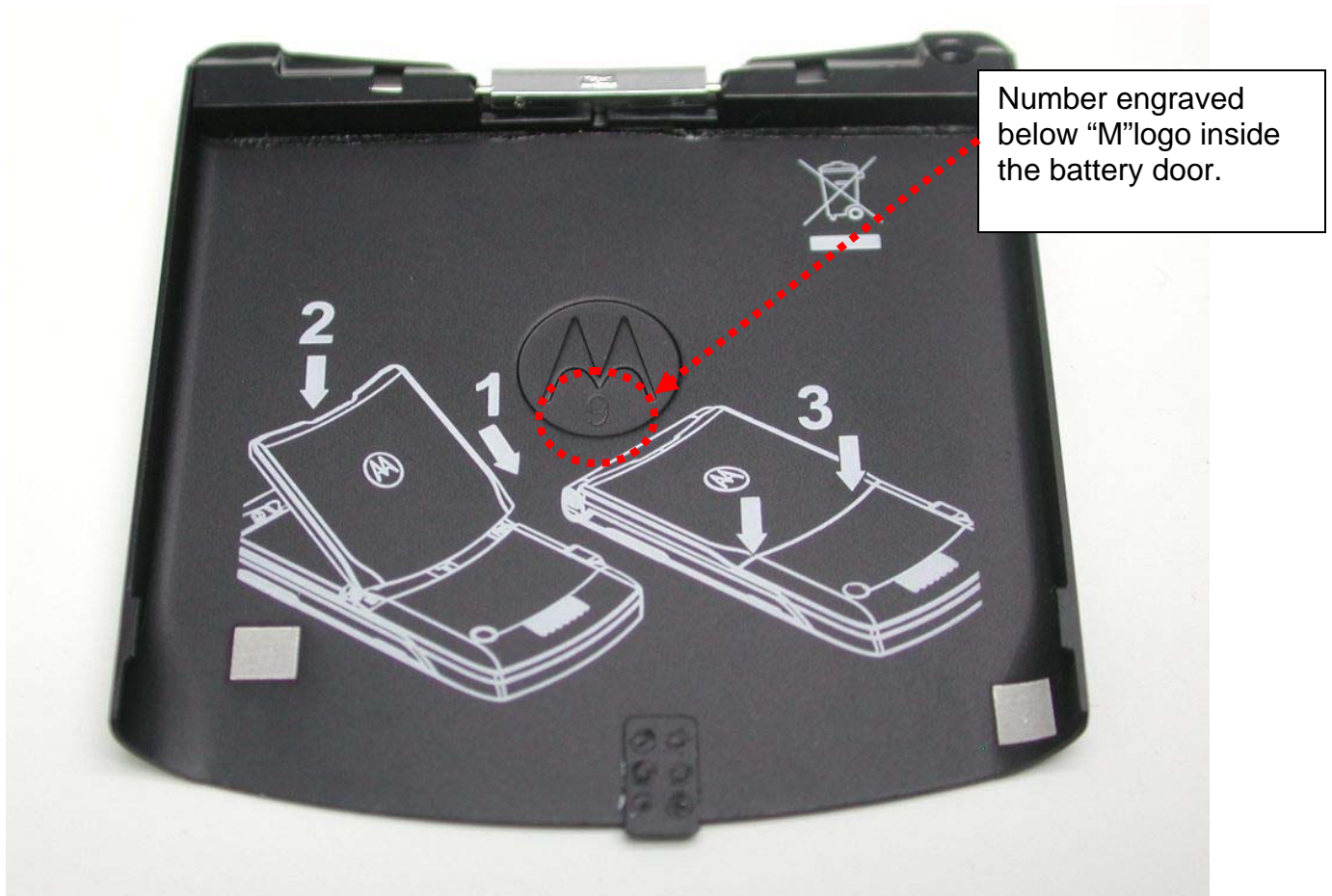
Consumer Solutions & Support  
LA Competency Center  
Rod SP-340 km 128.7 A  
Jaguariuna, SP Brazil  
Website: gs.mot.com

## Service Action

### Customer Returns:

When servicing affected models of GSM V3 customer returns with Customer Complaint relating to “Battery Door – Color Mismatch” then:

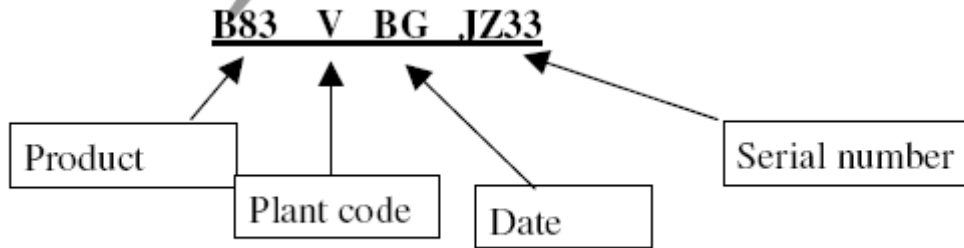
1. Verify if customer battery door is from Foxconn, according to below procedure :
  - a) open the battery door.
  - b) Look the inner side for the “M” logo.
  - c) Foxconn battery door has a number engraved below the “M” logo. See picture below for details :



2. Verify customer phone month of manufacturing, according to below procedure :



a) Identify the 2 date character in MSN, according to picture below:



b) Identify the manufacturing month, according to below tables :

Year Code	Year	Year
A	2000	2024
B	2001	2025
C	2002	2026
D	2003	2027
E	2004	2028
F	2005	2029
G	2006	2030
H	2007	2031
J	2008	2032
K	2009	2033
L	2010	2034
M	2011	2035
N	2012	2036
P	2013	2037
Q	2014	2038
R	2015	2039
S	2016	2040
T	2017	2041
U	2018	2042
V	2019	2043
W	2020	2044
X	2021	2045
Y	2022	2046
Z	2023	2047

Cyclical year code

Month Code	Month	Start Date	End Date
A	January	1	15
B	January	16	31
C	February	1	15
D	February	16	29
E	March	1	15
F	March	16	31
G	April	1	15
H	April	16	30
J	May	1	15
K	May	16	31
L	June	1	15
M	June	16	30
N	July	1	15
P	July	16	31
Q	August	1	15
R	August	16	31
S	September	1	15
T	September	16	30
U	October	1	15
V	October	16	31
W	November	1	15
X	November	16	30
Y	December	1	15
Z	December	16	31

Month Code Assignment

3. If battery door is from Foxconn and month of manufacturing of phone is older than July-2006, then proceed battery door replacement.



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**Service Inventory:**

Screening of all V3 Black Foxconn battery doors in inventory, according to this FSB procedure.

**Call Center Action**

When responding to customer inquiries on GSM V3 Black with complaints related to battery door – color mismatch, please direct the customers to have their phones serviced as 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:**

**Problem Found Code:** HBD04 (Battery door – color mismatch)

**Reference Designator Code:** SHN8962A

**Repair Code:** RPT11 (Replace part – color mismatch)