

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-206
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Date: Nov 5, 2004
Total No. of Pages: 2
Subject: **V3 Keypad Inoperative**
Model Affected: V3
Level of Repair: 2,3 and 4

Problem

Service is aware that on some V3 units the keypad becomes inoperative. This was noted by Tianjin FQA due to a high instance of no keypad operation failures. Investigation revealed that the affected keys are; left and right soft keys, 0, # and nav center. All affected keys share a common signal line. The problem was found to be misalignment of keypad golden pads to the metal domes coupled with a small burr on the edge of the dome. This misalignment causes the edge of the dome to pierce the insulating layer of the K-flex (if burr is over signal trace area) thereby grounding the signal line of the five keys mentioned.

Solution

Corrective Action: Current suppliers have taken steps to realign the domes and the pads to protect surrounding traces. Validation testing is ongoing.
Containment Action: A screening process of subjecting units to multiple key presses on top two soft select keys was implemented in production. Around 1% failure found after the 1st 40x key actuation. No further failure found after 50x key actuation.

Service Action

Customer Returns:

When servicing V3 units with a keypad complaint as described in above section:

1. Replace keyboard/lower-flip housing as directed in service manual. (See *current service manual for correct part number and work procedures*)
2. After completing assembly, test unit by actuating both left and right soft select keys 50 times each. If unit has full keypad operation after test actuations, it can finish the repair process through standard channels and procedures.

Please enter global claim codes as listed below.

Service Inventory:

No action required at this time.



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

Call Center Action

When responding to customer complaints regarding keypad non-operation, please refer them to a Motorola authorized repair center for keypad/lower-flip replacement.

Service Entry Code

Global: Complaint: MKP01 Main Keypad no Function/Hangs

Problem Found: MKP01 Main Keypad no Function/Hangs

Repair: RPT06 Replace Part CSB/FSB