

## FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-231(Revision A)  
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Total No. of Pages: 4  
Subject: **GSM Razr V3 Hinge Broken**  
Model Affected: All Regions,  
Level of Repair: 1, and 2

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### Problem

Service is aware that some V3 Razr units have been returned with complaints related to broken flip knuckles. The failure mode analysis has revealed that repeated impacts on the front housing knuckles (both, hinge and shaft) can weaken the knuckles and originate cracks. Frequently, the units have been returned after the users have dropped them on hard surfaces.

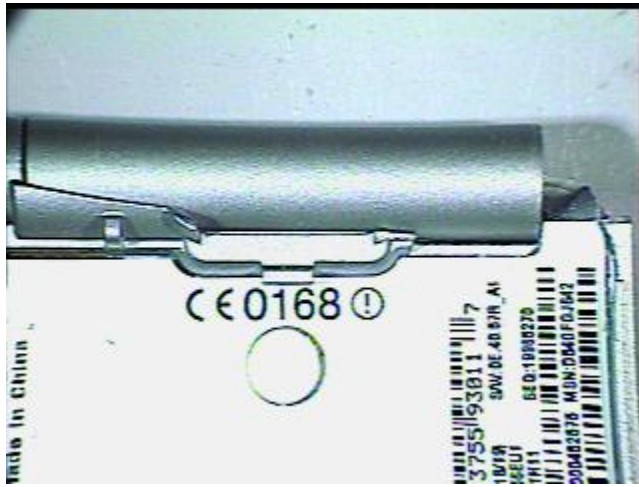
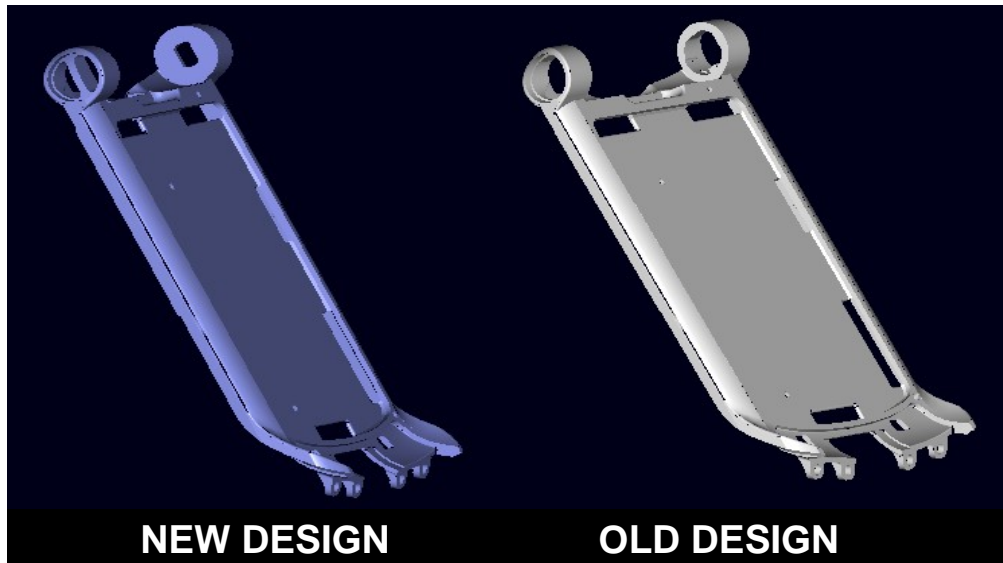


Fig.1. Cracked Knuckle

### Solution

The front housing has been redesigned to include enhancing cross beams. The beams, placed in both knuckles, strengthen the cross section profile of the knuckles and reduce the deflection that causes the cracked knuckles.

Fig. 2. Enhanced knuckles design.



### **Service Action**

#### **Customer Returns:**

When servicing any GSM Razr V3 customer return with a complaint related to broken flip knuckles, then:

1. Since the nature of the failure compromises the phones cosmetics, mark only the main board, the display assembly and the camera assembly for reuse.
2. Applying steps 10 thru 15 of the K-Flex repair procedure (LVCCFSB2005-93) rebuild the unit using the parts with the enhanced design. These parts are: Flip Inner (1590025N02/03 –Silver and 1590025N04/05 - Black), End Cap-Shaft (1589126Y01), End Cap-Hinge (1589127Y01), Front Housing Assembly (1590043N03/N04 -Silver and 1590043N07/N08 -Black) and Hinge Spacer (1587510Y01). Reuse the main board and the display assembly.

**Update (Right Hinge /End Cap-Ground Clip):**



The End Cap Hinge – Ground Clip (PN: 4290214N01) needs to be ordered as a separate part from the End Cap Hinge (1589127Y01). The ground clip from the original housing can be reused. In order to reuse the ground clip:

a. Using a tool with a thin prong, displace the ground clip from the End Cap Hinge.

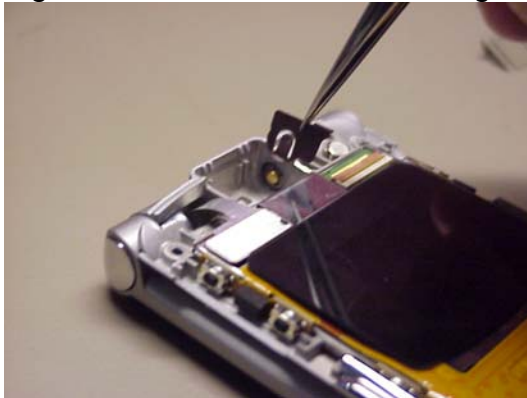


b. Place the ground clip in the new redesigned End Cap Hinge. Make sure the ground clip makes solid contact with the hinge.

**End of Update**

3. Once the Flip/Housing assembly has been rebuilt, proceed to place the Grounding Contact (4289441Y01).

Fig 2. Placement of the Grounding Clip



4. Place the Camera Gasket (PN: 0587343Y02). Position the Camera Assembly in its cradle and connect the Camera Assembly to the Display Assembly.

Fig 3. Placement of the Camera Gasket



5. Applying steps 16 thru 18 of the K-Flex repair procedure (LVCCFSB2005-93), complete the reassembly procedure by placing the flip cover and fastening the display assembly screws.
6. Perform a full display/keypad functional test.



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**Service Inventory:**

Service Centers must use only new parts.

**Call Center Action**

When responding to customer inquiries on V3 Razr with complaints related to cracked flip knuckles, please direct the customers to have their phones serviced as per this FSB.

**Service Entry Code**

**Global M Claims Codes:**

**Customer Complaint Code:** HFL01 (Housing Flip/Blade - Cracked)

**Problem Found Code:** HFL01 (Housing Flip -Cracked)

**Reference Designator Code:** H (Housing)

**Repair Code:** RPM02 (Replace Mechanical Part - Broken/crack)