

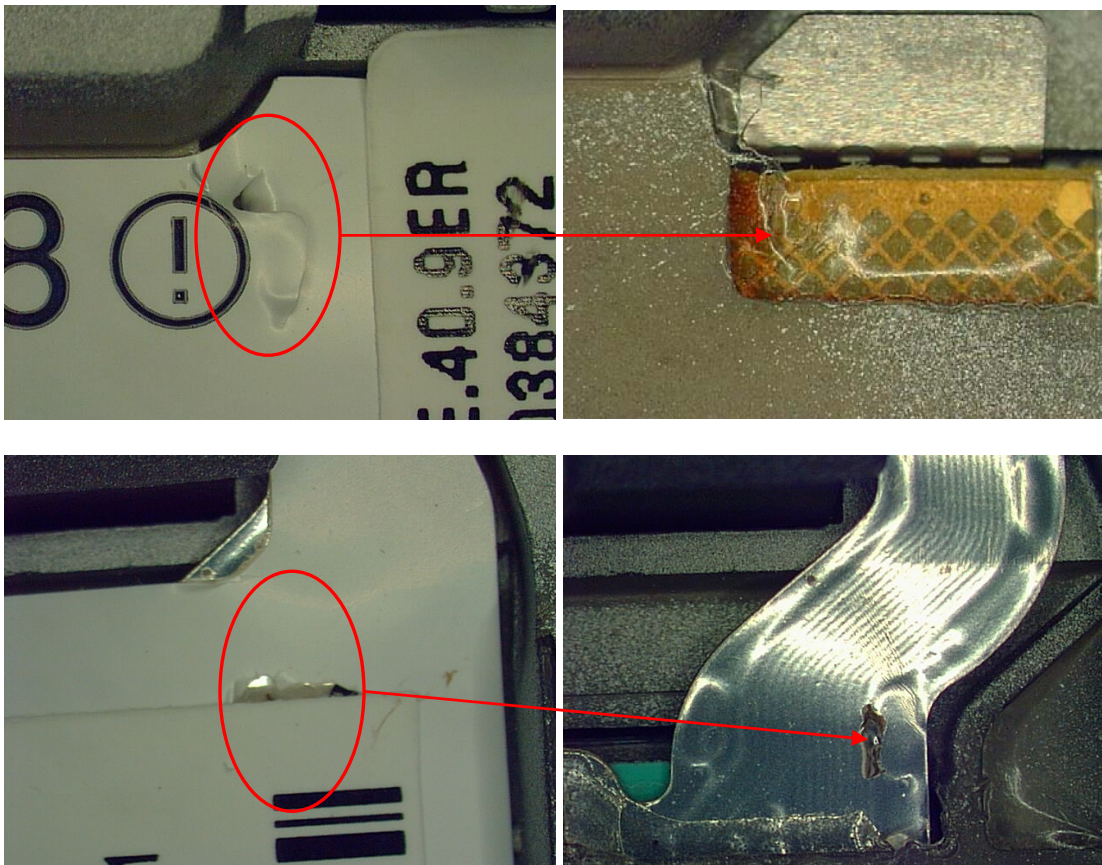
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-276
Authors: Darwin Garcia
Date: September 7, 2005
Total No. of Pages: 2
Subject: **V3 K-Flex Damage**
Model Affected: **V3**
Level of Repair: 3 & 4

Problem

Service has been made aware of a V3 K-Flex damage issue causing “No Display and No Side Key Function” complaints.

The root cause was determined to be tear/puncture of the battery compartment label through to the K-Flex due to the use of a tool (e.g. screwdriver), during battery removal. At this point it is unknown whether it occurred at a Motorola facility or from customer battery removal.





Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048

Solution

Factories and DC's have been made aware of the issue and were instructed not to use any tools for battery removal to ensure the damage is not being introduced at a Motorola facility.

Field Service Action

Customer Returns:

When servicing any V3 customer phones with described issue, the K-Flex must be replaced. Keyboard Flex Assy part# 8489976N03
See FSB LVCCFSB2005-93 for K-Flex repair instructions.

Call Center Action:

Call center should advise callers not to use tools of any kind to remove the battery.

Service Inventory

N/A

Global Codes

M Claims:

Customer Complaint Codes: DIM01 (Display Main – No Display)

Problem Found Code: DIM01 (Display Main- Blank)

Repair Code: RMP10 (Replace Mechanical Part - CSB/ FSB)

Or

Customer Complaint Codes: SIK01 (Side Keys - No function)

Problem Found Code: SIK01 (Side Keys - No function)

Repair Code: RMP10 (Replace Mechanical Part - CSB/ FSB)