



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

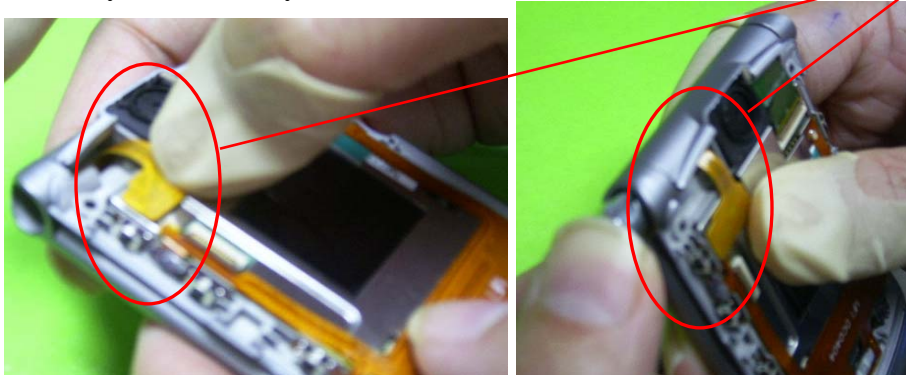
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-298
Authors: Darwin Garcia
Date: September 26, 2005
Total No. of Pages: 2
Subject: **V3 K-Flex 40 Pin Connector Engagement**
Model Affected: **V3**
Level of Repair: 3

Problem

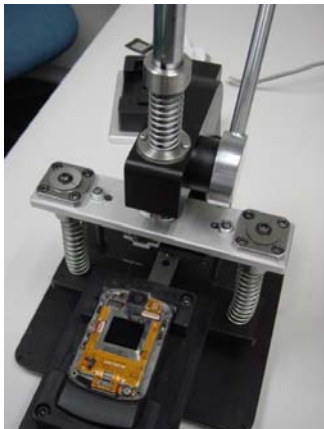
Service has been made aware of a V3 K-Flex 40 Pin Connector Engagement issue causing “No Display, and No Side key Function” complaints.

The root cause was determined to be the 40 Pin connector not being fully engaged during assembly at the factory.



Solution

The assembly process for the 40 pin connector was improved by adding a new assembly fixture to ensure correct mating on September 16 2005.





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Field Service Action

Customer Returns:

When servicing any V3 customer phones with described issue, the K-Flex 40 pin connector must be re-engaged.



Call Center Action:

Call center should advise callers to send phone for repair.

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: RAS04 (Reassemble - CSB/ FSB)

Or

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

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

Repair Code: RAS04 (Reassemble - CSB/ FSB)