



Consumer Solutions & Support
US Competency Center
600 North US Highway 45
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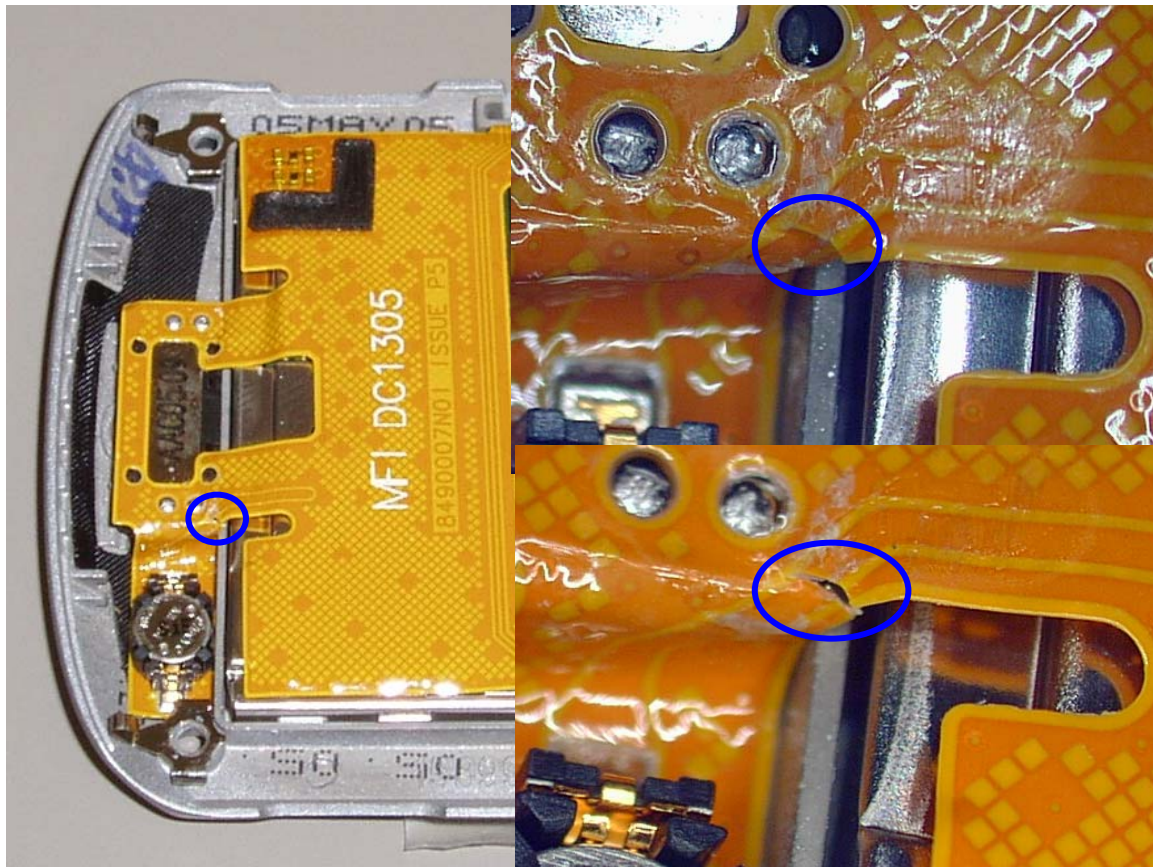
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-312
Authors: Darwin Garcia
Date: October 28, 2005
Total No. of Pages: 3
Subject: **V3 Torn P-Flex**
Model Affected: **V3**
Level of Repair: 2

Problem

Service has been made aware of a V3 Torn P-Flex issue causing “Audio - No Earpiece” complaints.

The root cause was determined to be a torn P-Flex near the earpiece speaker. In this unsupported area there is an opportunity for operator to touch this area when pushing down on earpiece speaker / RTC battery or when positioning the flip outer housing plastic hooks to torn the flex during the assembly process.





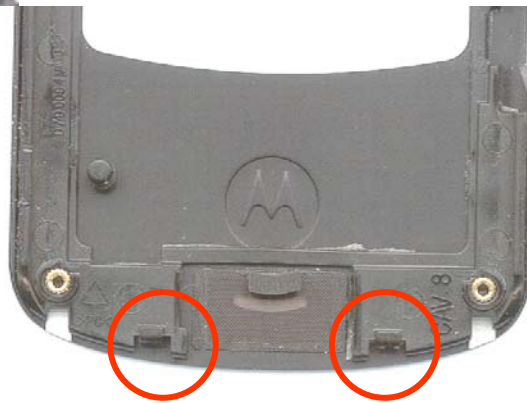
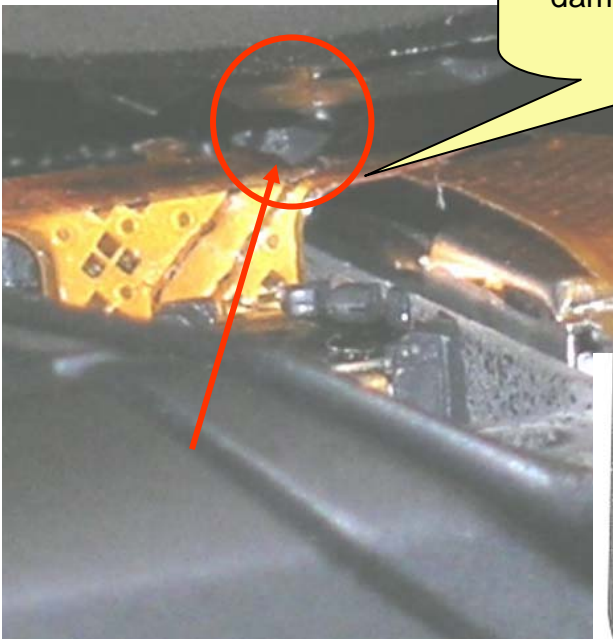
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Operator finger tip opportunity to damage / puncture P-flex in this area.



Plastic hooks on inside of flip outer have opportunity to damage / puncture P-flex in this area.





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Solution

The factories change the SOP to reflect handling damage opportunity this P-flex area.
The SOP highlights not to push on unsupported area of P-flex in this area:

- * With finger tip during Earpiece & RTC handling, and when pushing down to adhere adhesive backing.
- * During placement of flip outer housing, use caution not to touch flex in this area (with bottom side plastic hooks).

Field Service Action

Customer Returns:

When servicing any V3 customer phones with described issue, the P-Flex must be replaced. Added care must be taken on this area of the P-Flex during the replacement.
Personality Flex Assy # 8490007N01

Call Center Action:

Call center should advise callers to send phone for repair.

Service Inventory

N/A

Global Codes

M Claims:

Customer Complaint Codes: AUD01 (Audio - Earpiece, No)

Problem Found Code: AUD01 (Audio - Earpiece, No)

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