

### **FIELD SERVICE BULLETIN**

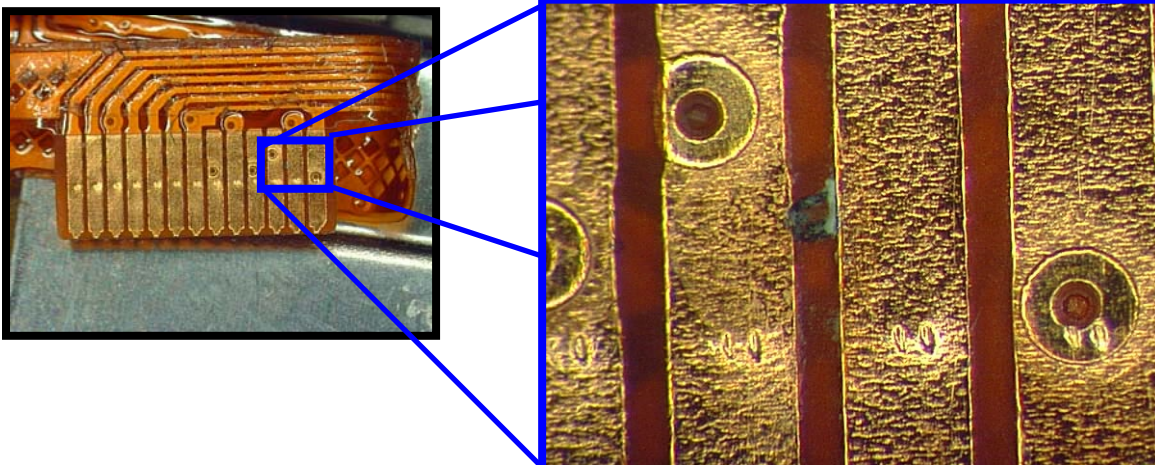
FSB Number: LVCCFSB2006-136  
Authors: Darwin Garcia  
Date: April 7, 2006  
Total No. of Pages: 2  
Subject: **V3 P-Flex Corrosion**  
Model Affected: **V3**  
Level of Repair: 2

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#### **Problem**

Service has been made aware of a V3 P-Flex corrosion issue causing “Main Keypad - No function/ hangs & Side Keys - No function” complaints.

The root cause was determined to be contamination between gold fingers of P-Flex introduced by the masking process during manufacturing at the supplier.



#### **Solution**

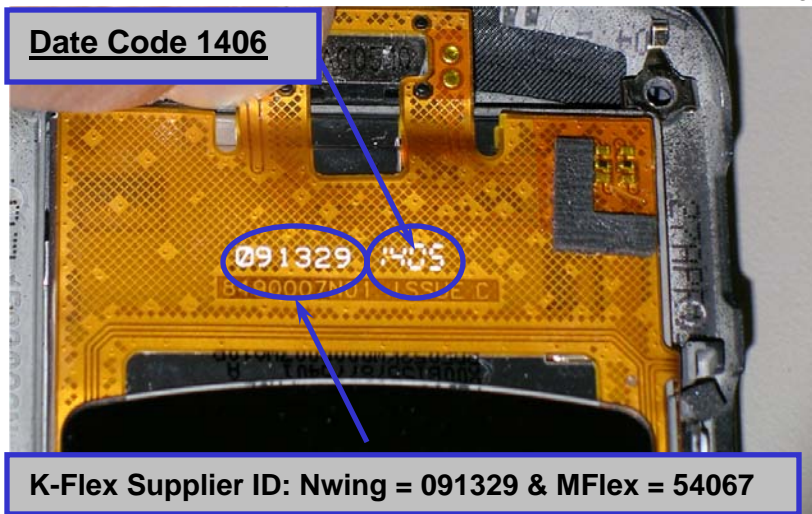
The supplier changed the SOP to remove the tape mask which traps chemical residue at gold fingers. Implemented on March 30<sup>th</sup>.





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

Corrective action Date Code



**Field Service Action**

**Customer Returns:**

When servicing any V3 customer phones with described issue, the P-Flex must be replaced. 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: MKP01 (Main Keypad - No function/ hangs)

Problem Found Code: MKP01 (Main Keypad - No function/ hangs)

Or

Customer Complaint Codes: SOK01 (Soft Keys - No function)

Problem Found Code: SOK01 (Soft Keys - No function)

Repair Code: RTW02 (Replace Level 2 part - CSB/FSB)