



MOTOROLA

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

FIELD SERVICE BULLETIN

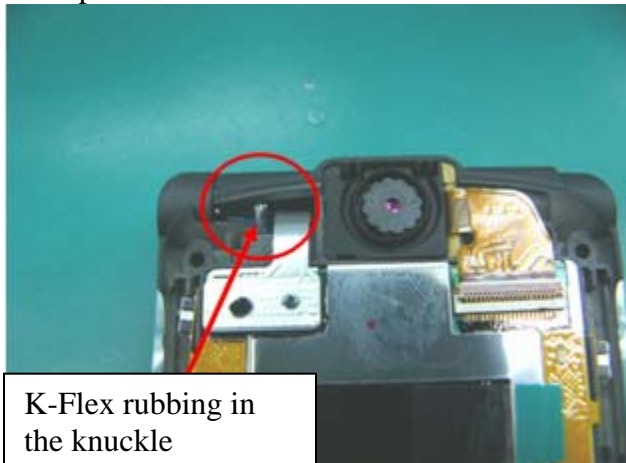
FSB Number: LVCCFSB2006-137
Authors: Darwin Garcia
Date: May 8, 2006
Total No. of Pages: 2
Subject: **V3 Noisy Knuckle**
Model Affected: **V3**
Level of Repair: 2

Problem

The EMEA service team has reported V3 noisy knuckles issue after K-Flex replacement. This clicking noise can be heard when opening the flip.



The root cause was determined to be the K-Flex rubbing in the knuckle creating this clicking noise; this was due to service center not applying grease to the endcap during repair. The factory assembly procedure calls for grease to be applied to the shaft side endcap.



K-Flex rubbing in the knuckle



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Solution

Is recommended that service center add grease to the endcap.

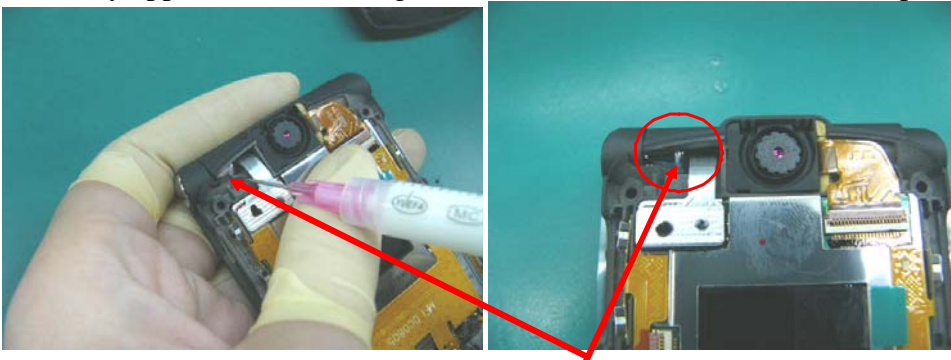
Grease Placement procedure:

Recommended lubrication is NYE NYOGEL 744.

1. Press 40 pin connector of P-flex into the slot of LCD.



2. Evenly applied 1mm (5~8mg) of the lubricant into the end of endcap shaft.



3. Open and close flip twice to ensure the lubricant is spread.

Field Service Action

Customer Returns:

Is recommended that service center implement these work instructions for all V3 repair.

Call Center Action:

N/A

Service Inventory

N/A

Global Codes

M Claims:

N/A