

## FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-231  
Author: Tony Bryan  
Date: June 26, 2006  
Total No. of Pages: 2  
Subject: GSM RAZR – Distorted Alert Audio (Grommet Misassembled)  
Model Affected: GSM RAZR V3, V3i, V3-05  
Level of Repair: 2

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### Problem

Service is aware of an issue identified during NPI analysis of GSM RAZR V3-05 phones. Some units, returned with customer complaints of “Alert – Ring tone, noise/distortion”, were found to have distorted audio during the playback of certain ring tones. The cause of distortion was determined to be improper assembly of the alert grommet acoustic screen (3587321Y01). The acoustic mesh was buckled which interfered with the excursion of the diaphragm at lower frequencies.



Figure: 1.0 – Alert Grommet / AW

### Solution

Supplier FoxConn has modified the SOP and provided operator training on use of the required fixture to assist in the placement of the Alert Grommet. Increased inspection for buckled mesh has implemented in-line and at QA. – 5/7/2006





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## **Service Action**

### **Customer Returns:**

When servicing affected GSM RAZR customer returns, with a MOS of June 2006 or earlier, and a customer complaint related to “Alert – Ring tone, noise/distortion”, then:

1. Verify the customer complaint by confirming distorted audio during the playback of certain ring tones.
2. Disassemble the unit and inspect the alert grommet acoustic screen (3587321Y01) for proper placement, replace if misassembled.
  - a. If the alert grommet acoustic screen is assembled correctly, then proceed with normal troubleshooting to determine the problem, per the customer complaint.
3. Reassemble the unit, and verify that customer complaint is fixed.
  - a. If the unit still displays the original failure symptom after repair, then follow normal troubleshooting and repair techniques to repair the phone, per the customer complaint.

### **Service Inventory:**

No Action Required.

## **Call Center Action**

When responding to Problem Product customer inquires on affected GSM RAZR products, were the customer complaint is related to “Alert – Ring tone, noise/distortion”, please instruct them to send the phone to a Motorola authorized repair center for repair.

## **Service Entry Codes**

Please ensure that repairs of this type are logged in the Service Link database as follows:

### **Global M-Claims Codes:**

**Customer Complaint Code:** ALT03 (Alert - Ring tone, noise/distortion)  
**Problem Found Code:** ALT03 (Alert - Ring tone, noise/distortion)  
**Reference Designator Code:** N/A  
**Repair Code:** RMP10 (Replace Mechanical Part - CSB/ FSB)  
RTW02 (Replace Level 2 part - CSB/FSB)