



MOTOROLA

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

INFORMATIONAL FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-320
Authors: Darwin Garcia
Date: July 20, 2006
Total No. of Pages: 4
Subject: **Flip Liquid Detect Label Falsely Trigger**
Model Affected: **V3, V3_05**
Level of Repair: 2

Problem

The NA service team has reported an issue V3 flip liquid detect label being false trigger by the grease applied on the end cap. When the grease trigger the liquid detect label it will slowly (over 24hr) turn to a brown color instead of the common red when trigger by other liquids.



Trigger by grease. (Brown)



Trigger by water. (Red)

The root cause was determined to be excessive amount of grease applied to the end cap and consequentially contacting the liquid detect label during manufacturing and repair/refurnish.

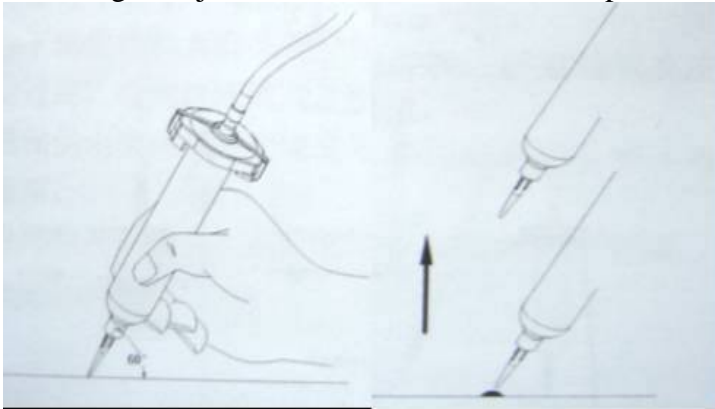


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Solution

The factory improved their grease applying process by changing the placement procedure and using an injector to control the amount. Implemented on June 23rd.



Placement angle of 60 degrees

Injector



AIR PRESSURE:
0.20—0.22

INTERVAL:
0.1-0.2s

DISPENSING TIME: 0.05—0.09s

Injector setting

Service center must follow the below manual grease placement procedure.

Recommended lubrication is NYE NYOGEL 744.

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



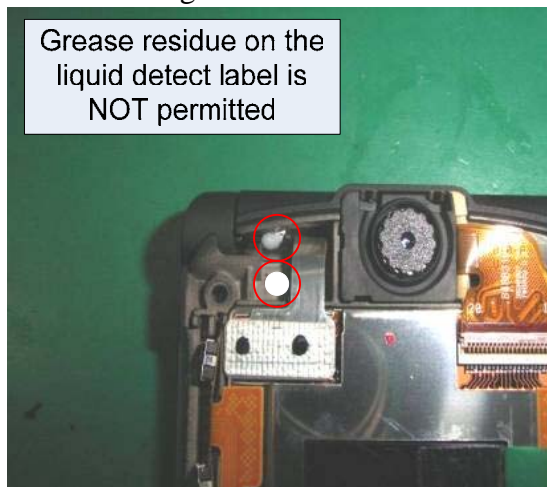
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2. Evenly applied 1.4mg of the lubricant into the end of endcap shaft at an angle of 60 degrees.



4. Ensure the grease does not contact the Water/Liquid Detect Label.



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

Field Service Action

Customer Returns:

Service center must implement this procedure and continue to use approved liquid damage guidelines.



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Call Center Action:

N/A

Service Inventory

N/A

Global Codes

M Claims:

N/A