

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2005-342
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Date: 21th .Nov. 2005
Total No. Of Pages: 3
Subject: V3C RUIM-Heathrow Keypad Peel Off Issue
Model Affected: V3C RUIM-Heathrow (CDMA RUIM PRC Only)
Level of Repair: Level 2

Problem

This issue has been identified during the V3C RUIM NPI returns, the customer complained "Main Keypad, wear", the symptom is "2" key peel off. Root causes are following: the adhesion between top coating and metal substrate is partially not formed appropriately due to the high humidity and low temperature; The original humidifier at top coating line has lack of capacity and it was out of control limit of the humidity; Especially at night time working, humidity is higher than the day time and it can deteriorate the adhesion characteristics. Please see the picture.



Solutions

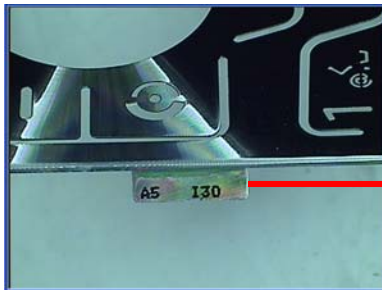
Supplier of Sam Young:

1. To tightly control the humidity, new dehumidifier is installed additionally at the top coating line ;
2. Control temp/humidity tightly as 22 -27C and below 60% for process control margin;
3. Cross cut test is added as in-line testing after top coating process (2 pcs sampling every 300 pcs)

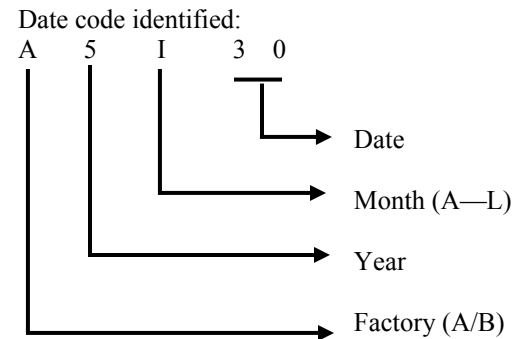
Keypad P/N: 37-82000-01

Improvement part D/C is after Sep.30.05 and marked on the side.

Please see the picture.



Improvement part
date code location



Field Service Action

Customer Returns:

Perform the following procedure for all V3C RUIM returned to the Service Centre with complains similar to the symptom of "Main Keypad, wear" issue.

1. Please verify this kind of symptom for customer complained phone;
2. Disassembled return phone and replace an improvement keypad part, then reassembled. (please follow assembly process)
3. Re-verified this symptom.
(If the symptoms shown by the returned unit don't match those shown or does not fix the issue, service personnel should continue with normal troubleshooting procedures.)
4. Return repaired phone to customer.

Service Inventory:

Ensure the new part is available for service.

Call Centre Action:

When a customer contacts Motorola Call Center with this complaint, please request the customer to have the phone repaired at an authorized Motorola Service Center.



Beijing Competency Centre
Beijing MCIC
No.39A Zi Zhu Yuan Road
Beijing
P.R.China
Website: gs.mot.com/cc

Service Entry Code

Global M-Claim Code:

Complaint Code: MKP04 --- SIM Main Keypad - wear

Problem Found Code: MKP04 --- Main Keypad - wear

Repair Code: RTW02 --- Replace level 2 part -- CSB/FSB
RMP10 --- Replace Mechanical Part - CSB/FSB