



FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2006-143
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Date: Apr 6, 2006
Total No. of Pages: 3
Subject: **V3i Earpiece Distortion in a Call_Diaphragm not Adhered Firmly**
Model Affected: V3i
Level of Repair: 2

Problem

Service has been made aware of an issue of “Earpiece distortion in a call” which has been identified in the PRC 100 MOL analysis. The resistance of earpiece is normal (around 30 ohm). The distortion always exists in the audio loop-back test mode and after Pflex swap test.

This issue is due to the earpiece diaphragm not adhered to the bottom housing seating plane firmly. The excessive gel was the root cause for the loss of diaphragm adhesion. Due to the gule is too much on the diaphragm during manufacturing, the glue stuck on the housing and accumulated little by little because of diaphragm vibration after several cycle tests or the mobile phone worked for a long time, which made the low sound and distorted sound.

The symptom is shown by Figure 1 and Figure 2.

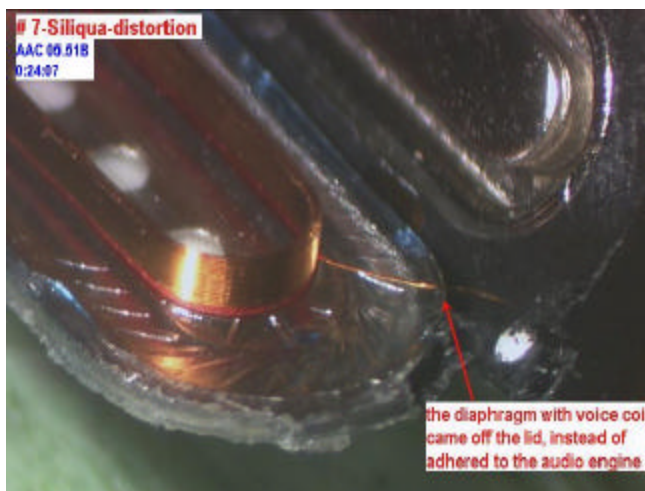


Figure 1: The diaphragm/voice coil sub-assembly had come off with the metal lid as the adhesive lid was peeled off for internal visual inspection. A diaphragm not adhered to its seating plane on the bottom housing allowed the diaphragm to flap and cause the distortion.

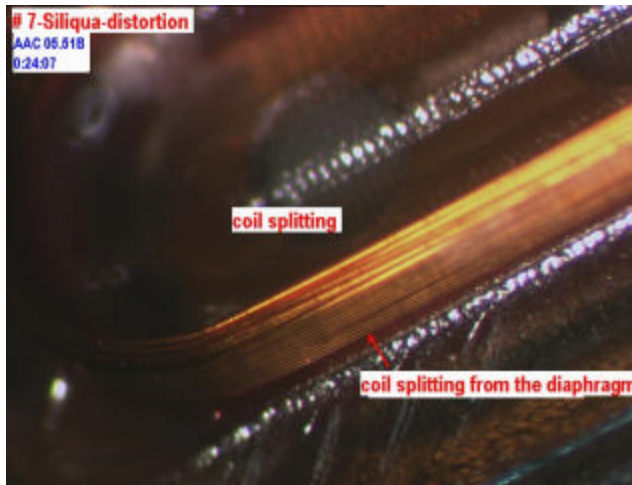
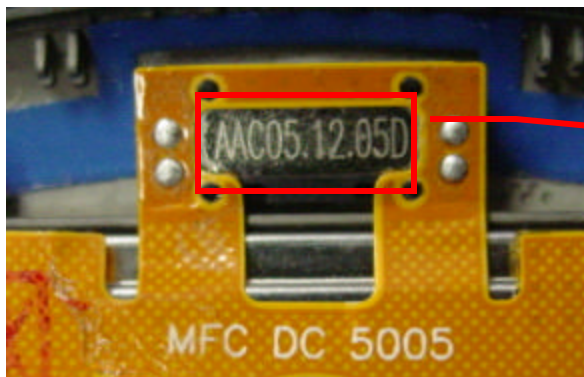


Figure 2: The splitting wire windings due to inadequate bonding is believed to precede the voice coil over-heating and scrambling.

Solution

AAC has adjusted the glue pressure from 0.04--0.08mpa to 0.04--0.06mpa to control glue amount, so that they can prevent the glue too much when the glue pressure was close to the upper limit and the scope of glue pressure was too big.

The work instruction and control plan was revised, distributed to the related Depts.
 Action date: Dec 24th, 05 ("05.52").



05.12 (Year. WK)

Service Action

Customer Returns:

When servicing any V3i customer return with described issue, check the part date code at first. If it is "05.51" or older, replace the Pfl ex. The part No. is 8489906Y01. Otherwise, please follow normal troubleshooting procedure on this unit or send it to Motorola for further analysis.



MOTOROLA

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Call Center Action

When a customer contacts you with a complaint of "Earpiece distortion in a call", you should advise the caller to have the phone repaired per this FSB at an Authorized Motorola Service Center.

Service Entry Code

M-Claims Codes:

Complaint Code: AUD03 -- Audio - Earpiece , Volume varies

Repair Code: RTW02 – Replace Level 2 Part Per FSB/CSB