



MOTOROLA

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FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2006-198
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Date: May 11, 2006
Total No. of Pages: 2
Subject: **V3i Kflex 50 Pin Connector Corrosion**
Model Affected: Siliqua V3i
Level of Repair: 2

Problem

Service has been aware of an issue of V3i Kflex 50 pin connector corrosion results in a complaint of "Turn on/off, Auto power down in standby", which is identified in V3i PRC MOL analysis. The symptom is phone auto power down when pressing keys after power up. Pin 7 (PWR_SW) and pin 9 (LEDB1) on the Kflex 50 pin connector were found corroded. See Figure 1.

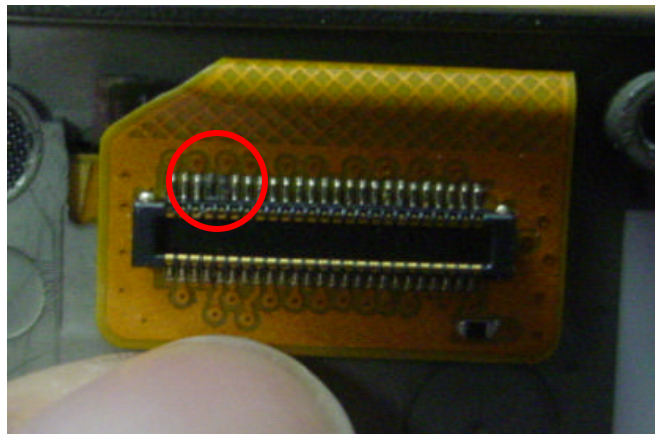


Figure 1: Pin 7 (PWR_SW) and pin 9 (LEDB1) on the Kflex 50 pin connector were found corroded.

The failure's supplier is Mflex. They confirmed it is flux residue on the connector pin, if it was exposed in air for long time, it would be black. The failure should be caused by not cleaning clearly after rework.

Solution

Flux residue should be cleaned completely after rework according to WI. This failure has been presented to rework supervisor and the picture was showed to all operators for alert. Rework QC strictly controlled the inspection for this failure from Apr 10 on (DC: 1506).

Service Action

Customer Returns:

When servicing any V3i customer return with described issue, check the Kflex supplier and its Date Code. If it is Mflex's and DC before 1506, replace the Kflex. The part No. is 8471183B01. Otherwise, please follow normal troubleshooting procedure on this unit or send it to Motorola for further analysis.

Currently there are two suppliers for the V3i Keypad flex: Mflex and Fukui.

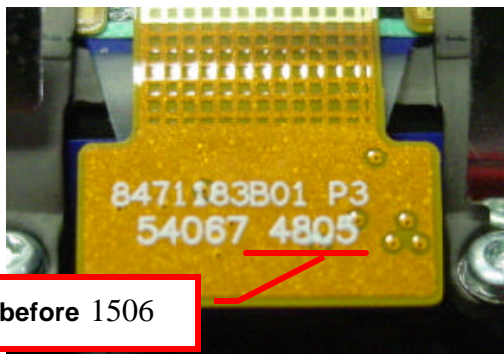


Figure 2: Mflex 8471183B01

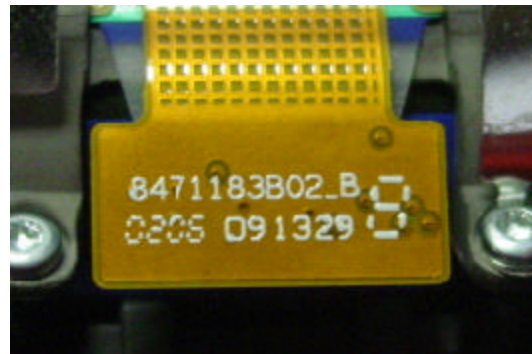


Figure 3: Fukui's 8471183B02

Date Code before 1506

Service Inventory:

N/A

Call Center Action

When a customer contacts you with a complaint of "Auto power down when pressing keys in standby", 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: TON03 Turn on/off - Auto power down in standby

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