



MOTOROLA

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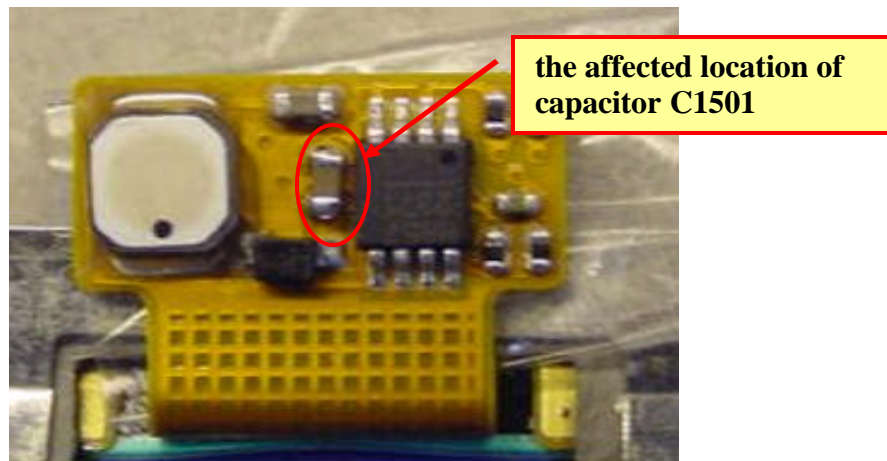
FIELD SERVICE BULLETIN

FSB Number: **Preliminary** BJCCFSB2006-346
Author: Feng Joanna
Date: July 24, 2006
Total No. of Pages: 3
Subject: **V3i Keypad Heating_Wrong Capacitor Placed in EL Circuit**
Model Affected: GSM V3i
Level of Repair: 2

Problem

Service is aware of an issue, which has been identified in the analysis of V3i MOL returns. The symptom is high current drain at power supply and noticeable heat on the main keypad. It may finally cause the customer complaint of "Main Keypad, No/dim Backlight". The bypass capacitor C1501 in the EL circuit was found shorted.

The root cause is that a wrong valued capacitor was misplaced on the location of the capacitor C1501 (3300-pF) in the EL circuit. The failed Kflex is assembled by one of V3i Kflex suppliers, FAT (Foxconn Advanced Technology Inc). The affected Date Code is 1506 (= Week 15, Year 2006). Another supplier M-Flex is not affected.



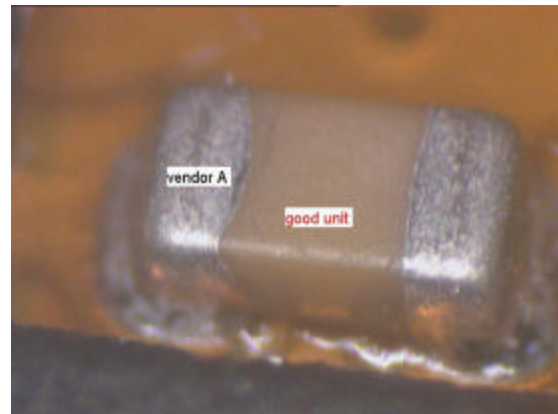
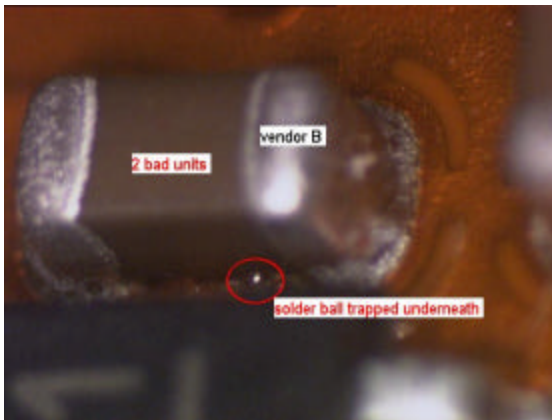


Figure 1: The wrong valued capacitor on the left looks very different from the truly 3300-pF capacitor on the right. The wrong valued part has a dark brown body that is thicker but narrower as compared with the 3300-pF capacitor having a light brown body.

Solution

Containment Actions:

1. FAT started 100% manual inspection after C1501 and C1502 SMT processes to verify the corrective capacitors being mounting. Starting date: 7/11/06
2. MSE started 100% manual inspection by flip assembling line before k-flex is assembled. Starting date: 7/17/06 (Week 29, Year 2006)
3. 100% sorted k-flexes are identified by adding blue dots near the silk print. Starting date: 7/11/06



100% sorted k-flexes are identified by adding blue dots

Figure 2: FAT's Kflex after containment action

Service Action

Customer Returns:

When servicing any V3i customer return with described issue, check the Kflex supplier and Date Code firstly (See information below for part identification). If it is FAT's with Date Code before 2906, and has no blue dot near the silk print, test the current drain at power supply:

1. Plug in EMU cable to power up the phone;

2. Verify the current drain at power supply after phone display shows "Insert SIM";
3. If the current drain is larger than 0.2A, replace the Kflex (part No. 8471183B02).

Retest the unit to verify if it is repaired and does not exhibit failure symptoms.

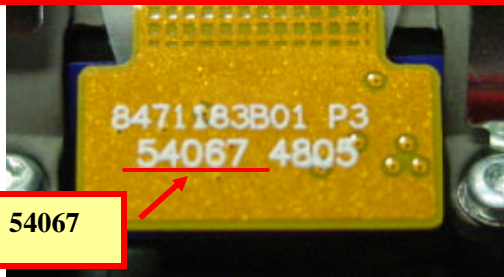
Note: The voltage setting for the power supply is 5V.

Part Identification: Currently there are two suppliers for the V3i Keypad flex: M-Flex and FAT, which have different ID numbers on the back of the Kflex.

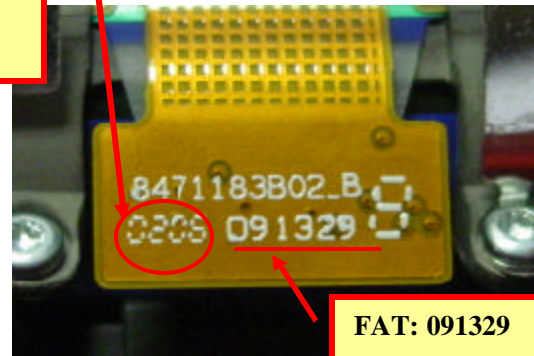
Date Code Shown: 0206 = Week 2, Year 2006

Affected Date Codes: 1506

CA Date Code: 2906



M-Flex: 54067



FAT: 091329

Service Inventory:

Please purge existing inventory of FAT's Kflex with Date Code 1506. **P/N(s):** 8471183B02

Call Center Action

When a customer contacts you with a complaint of "keypad heating", 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: MKP05 Main Keypad - No/dim Backlight

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