



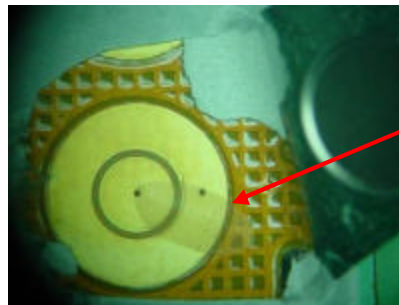
FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2006-347
Author: Feng Joanna
Date: July 24, 2006
Total No. of Pages: 2
Subject: **V3i Keypad Poor Tactile_Contamination on golden pad**
Model Affected: GSM V3i
Level of Repair: 2

Problem

Service has been made aware of an issue identified in the PRC V3i MOL analysis. The symptom is main keypad poor tactile and can cause a customer complaint of "Main Keypad, Poor Tactile".

It is due to a contamination coming from the glue coating process. Improper pressure was given to nozzle and caused glue overflow, which contaminated the golden pad and solidified on flex surface after oven. The affected Kflex supplier is M-Flex.



Golden pad contamination

Solution

Containment Action:

1. A quality alert was immediately issued to related stations for the above issue.
2. M-Flex has phased in tactile testing with metal keypad pressing on project Siliqua#183 K-Flex from June 15, 06 on.

Permanent Corrective Action:

1. A special line leader has been assigned to verify the intensity of pressure and ensure it is between 10 to 50 PSI, at each operator's start up of each shift. If the pressure of the nozzle is found to be out of spec, the glue tube will be scrapped and a new tube will be used – 06/21/06.



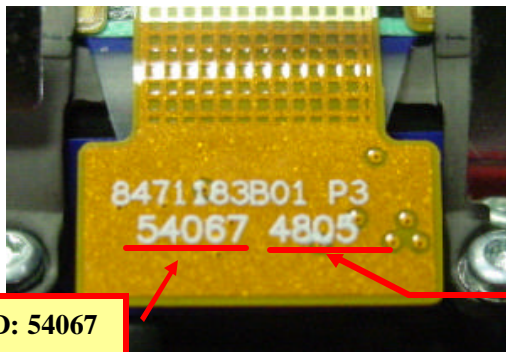
Beijing Competency Centre
Beijing MCIC
No.39A Zi Zhu Yuan Road
Beijing
P.R.China
Website: gs.mot.com/cc

2. Additional inspection to the flex surface after glue coating was added prior to the UV curing step – 06/22/06.
3. IPQC will enhance the inspection to this glue coating fixture control and the golden pad contamination and while doing first article checking and sampling checking at conformal coating station – 06/22/06.
4. Require the PSA lay-up line to clean the entire flex surface using a no-dust cloth and alcohol to wipe off the flex surface before pasting EL panel and ensure the cleanness of the surface prior to pasting the el Panel. This will also aide in feeling any raised surface on the dome pads. Operator's are also required to perform a 100% check of the surface after cleaning – 06/22/06 (Week 25, Year 2006).

Service Action

Customer Returns:

When servicing any V3i customer return with described issue, check the Kflex Date Code firstly. If it is Mflex's and Date Code before 2506 (= Week 25, Year 2006), replace the Kflex. The part No. is 8471183B02. Otherwise, please follow normal troubleshooting procedure on this unit or send it to Motorola for further analysis.



M-Flex ID: 54067

Date Code: 4805 = Week 48, Year 2005
CA Date Code: 2506 = Week 25, Year 2006

Service Inventory:

N/A

Call Center Action

When a customer contacts you with a complaint of "Main Keypad, Poor Tactile", 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:



Beijing Competency Centre
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Complaint Code: MKP02 Main Keypad - Poor Tactile
Repair Code: RTW02 – Replace Level 2 Part Per FSB/CSB