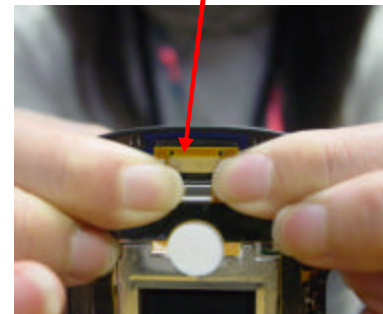
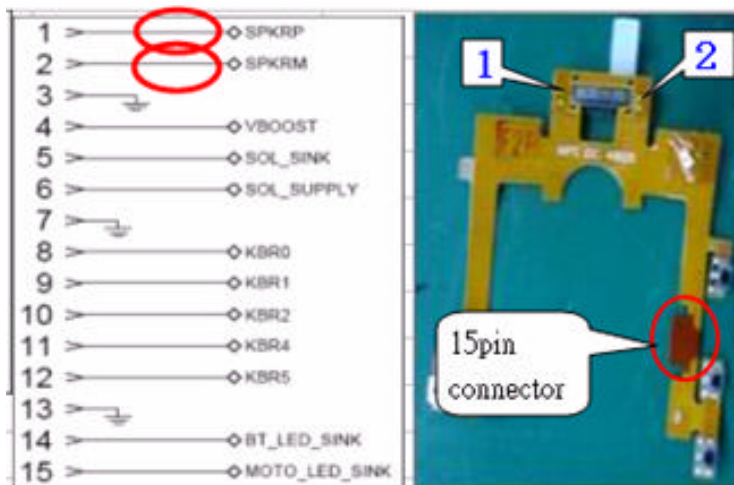


FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2006-75
Author: Feng Joanna
Date: Mar 16, 2006
Total No. of Pages: 4
Subject: **V3i Earpiece No_Solder Crack on the Earpiece Pad (Rev A)**
Model Affected: V3i
Level of Repair: 2

Problem

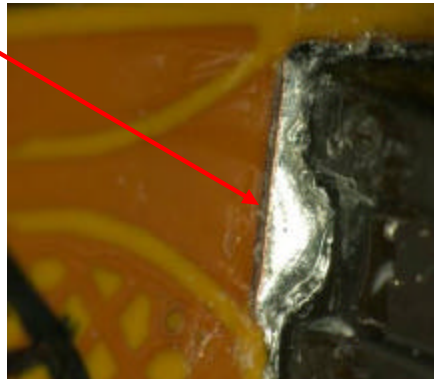
Service has been aware of a customer complaint of "Audio, Earpiece no". The earpiece is good (around 30 ohm). The resistance between SPKR_P and SPKR_M on Pflex 15 pin connector is infinite, and the earpiece performance might recover when pressing the solder pad by force.



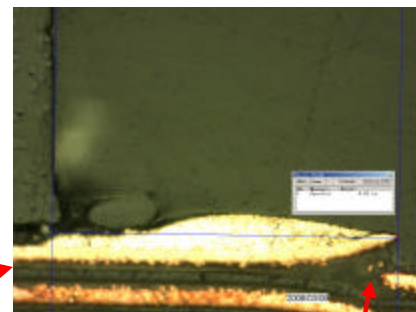
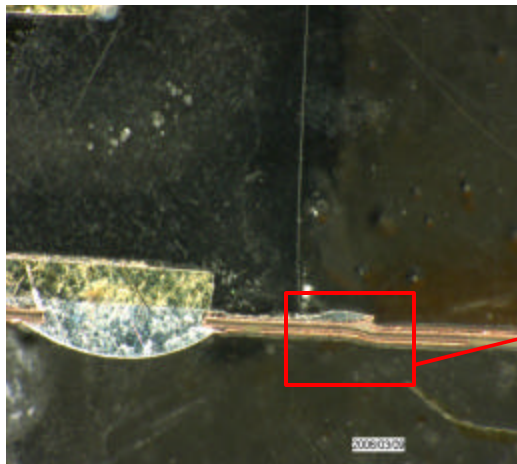
The earpiece performance can recover when pressing the solder pad.

The issue is due to Pflex trace crack at the earpiece solder pad.

Failure Mode has been confirmed to be speaker pad cracked completely.



The Cross-Section confirmed that the speaker pad has been disconnected at copper level. See the pictures shown below.



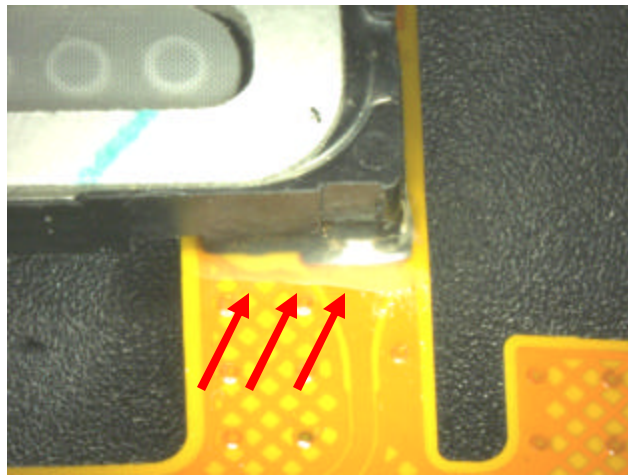
Crack trace at solder joint

Root Cause has been establish as flip assembly induced damage resulting in immediate and latent micro crack of traces leading into the speaker pad-stack.

Solution

Short Term Corrective Action:

- 1) Foxconn and JinYa have been stopped any re-work during flip assembly process.
- 2) To add UV Curable Epoxy to the earpiece pad area has been approved immediate implementation in the P flex supplier as picture shown below.



Long Term Corrective Action:

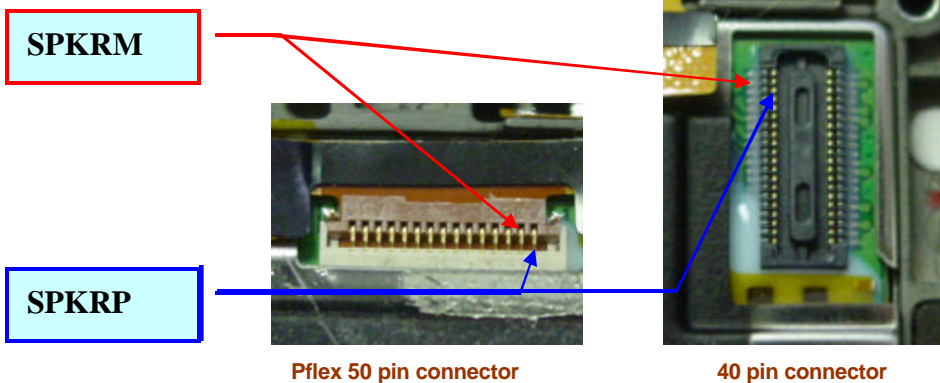
The proposed cover coat design change will be applied to make the P Flex more robust to survive from the assembly work.

Service Action

Customer Returns:

When servicing any V3i customer return with described issue, follow up the 2 steps below at first:

- 1) Check if the resistance of the earpiece is normal (around 30 ohm);
- 2) Check if the resistance between SPKR_P and SPKR_M is infinite on the Pflex 15 pin connector or on the 40 pin connector.



If both checks are confirmed ok, and the earpiece pad area has no epoxy bead, replace the P flex (part No. 8489906Y01). Otherwise, please follow normal troubleshooting procedure on this unit or send it to Motorola for further analysis.



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

Service Inventory:

N/A

Call Center Action

When a customer contacts with complaint of “earpiece no in keypad tone”, should advise the caller have the phone repaired per this FSB at an Authorized Motorola Service Center.

Service Entry Code

M-Claims Codes:

Complaint Code: AUD01 -- Audio - Earpiece , No

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