



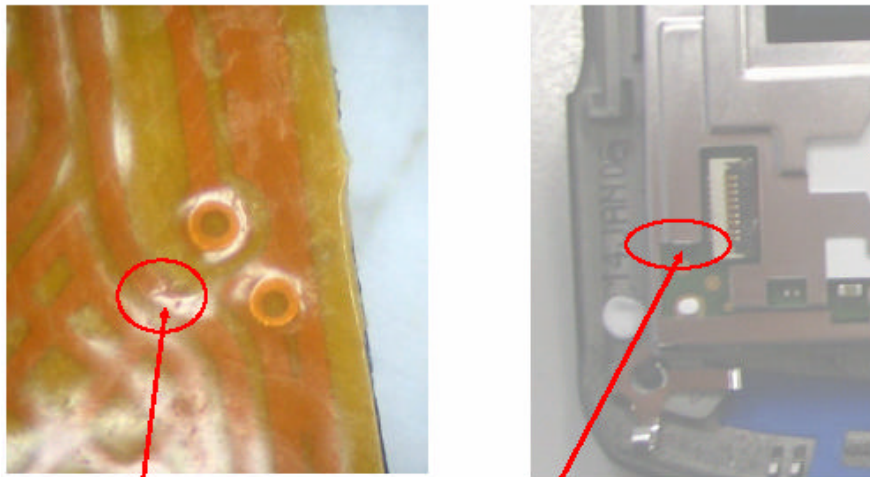
## FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2006-76  
Author: Feng Joanna  
Date: Feb 28, 2002  
Total No. of Pages: 2  
Subject: **V3i Earpiece Noise\_Pflex Bezel Shorting**  
Model Affected: V3i  
Level of Repair: 2

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### Problem

Service has been made aware of a complaint with “Audio, Earpiece noise/ distortion when making a call or pressing keys”. The root cause is the SPKR\_P line on the Pflex shorted at the metal bezel edge due to a forcing abrasion. The symptom is SPKR\_P pin short to GND (normally should be open) on the Kflex 50 pin connector before disassembly the flip. The earpiece performance quality will recover after disassembly the flip.



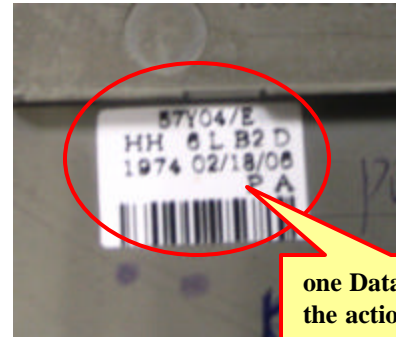
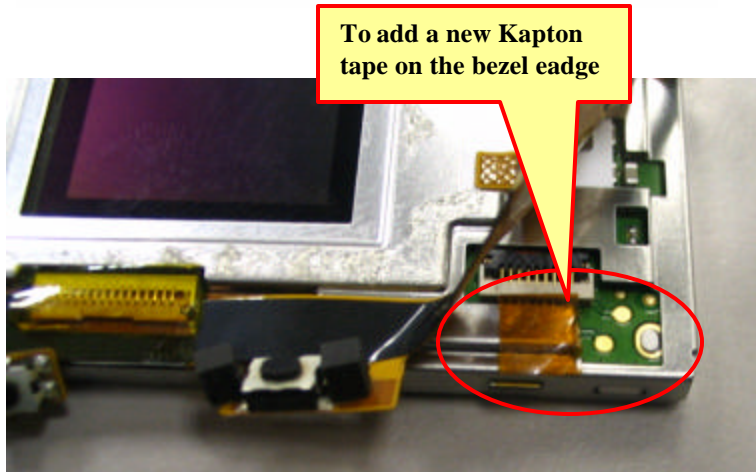
A nick was found at the SPKR\_P line on the edge of the bezel, which caused SPKR\_P short to GND.

### Solution

The defect could be prevented because Foxconn should add an new Kapton tape on the bezel edge from Feb 13, 2006.



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



### **Service Action**

#### **Customer Returns:**

When servicing any V3i customer return with described issue, check the bar code label on the front housing assembly. If it is before 02/13/06, replace the Pflex and add a Kapton tape on the bezel edge. The part No. is 8489906Y01. Otherwise, please follow normal troubleshooting procedure on this unit or send it to Motorola for further analysis.

#### **Service Inventory:**

N/A

### **Call Center Action**

When a customer contacts with complaint of “earpiece noise/distortion in call or in key 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: AUD03 -- Audio - Earpiece , Volume varies

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