

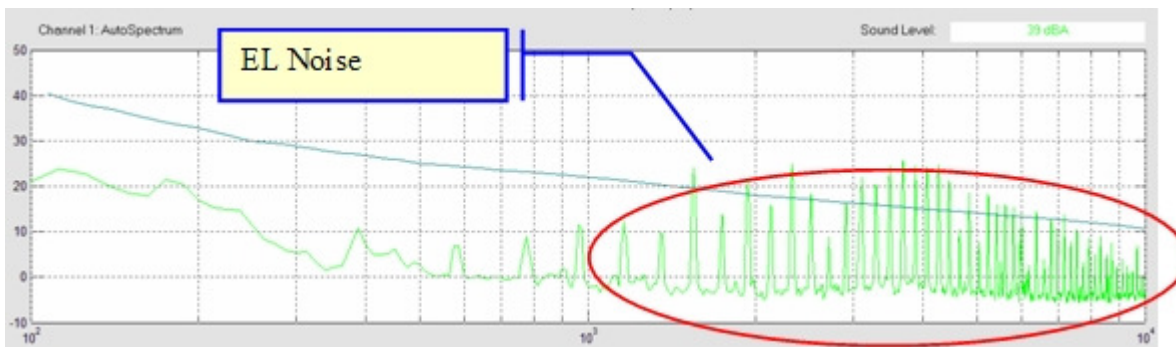
[PRINT](#)

MOTOROLA UK
 REDWOOD
 CROCKFORD LANE
 CHINEHAM BUSINESS P/
 CHINEHAM
 BASINGSTOKE
 UNITED KINGDOM RG24

CSB-1044-2
 Country : UK
 Date : 11/1/2006
 APC : E70
 Repair Level : 2

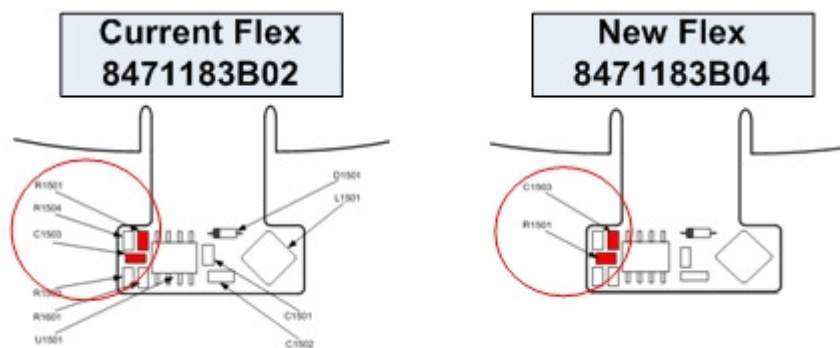
Title RAZR V3i - GSM - False Key Presses
 Model Effected V3i
PROBLEM

Service has been made aware of a V3i False Key Presses issue causing "Main Keypad - No function/ hangs" complaints; typical symptoms are SMS being sent but Send key not pressed, multiple characters when a key is pressed (6666 instead of just 6) and into call with out the Send key being pressed when flip is opened. Further analysis found that EL (Electro Luminance) noise could interfere with row 3 of the keypad and cause one or more keys to falsely pressed.



SOLUTION

To improve the EL noise level the R1501 changed to 10K (part # 0613952R01) along with change of position for R1501 & C1503 K-Flex circuitry.



FIELD SERVICE ACTION

When servicing any V3i customer phones with described complaint, replace the keyboard flex assembly module with new K-Flex available. (New Part Number = 8471183B04).

Service Inventory

New orders should be for 8471183B04 if available.

Note: Screening or purge of B02 spare parts is not required.

CALL CENTER ACTION

Call center should advise callers to send phone for repair.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: MKP01 - Main Keypad - No function/ hangs

Problem Found Code: MKP01 - Main Keypad - No function/ hangs

Reference Designator:KYPDM - Keypad Main

Repair Code: RTW02 - Replace Level 2 part - CSB/FSB

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-393
© **Copyright 2006 Motorola Inc. All Rights Reserved.**
