



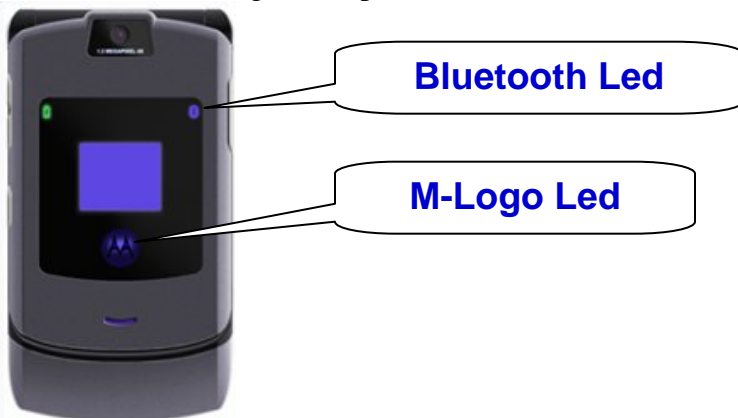
Consumer Solutions & Support
US Competency Center
600 North US Highway 45
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FIELD SERVICE BULLETIN

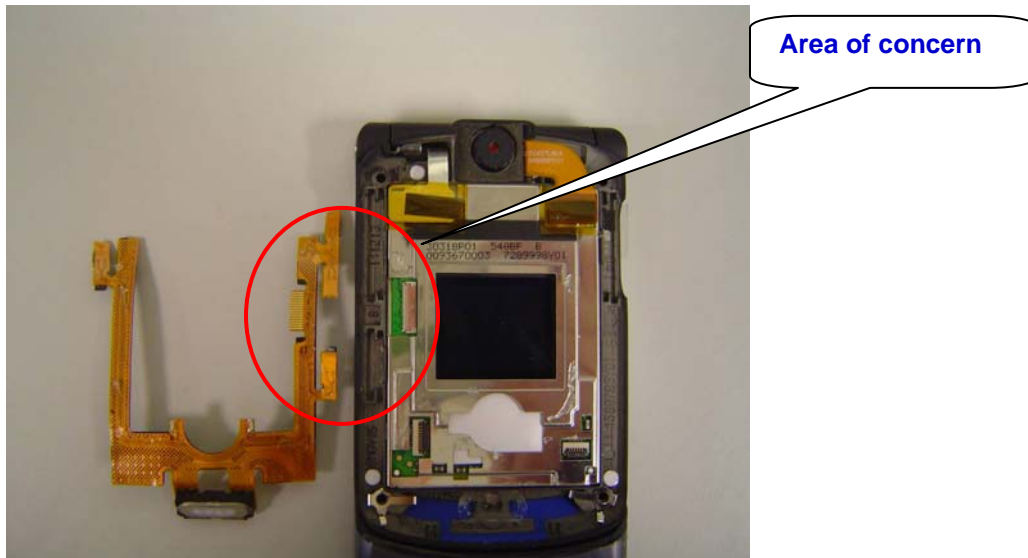
FSB Number: LVCCFSB2005-371
Authors: Darwin Garcia
Date: December 28, 2005
Total No. of Pages: 3
Subject: **V3i Bezel Shorting**
Model Affected: **V3i**
Level of Repair: 2

Problem

Service has been made aware of a V3i Siliqua Bezel Shorting issue where the M logo and Bluetooth LED will always turn on which could cause “Alert - LED, wrong indicator” complaints. The symptom will show when the SIM cards and the battery are in placed, even without turning on the phone.



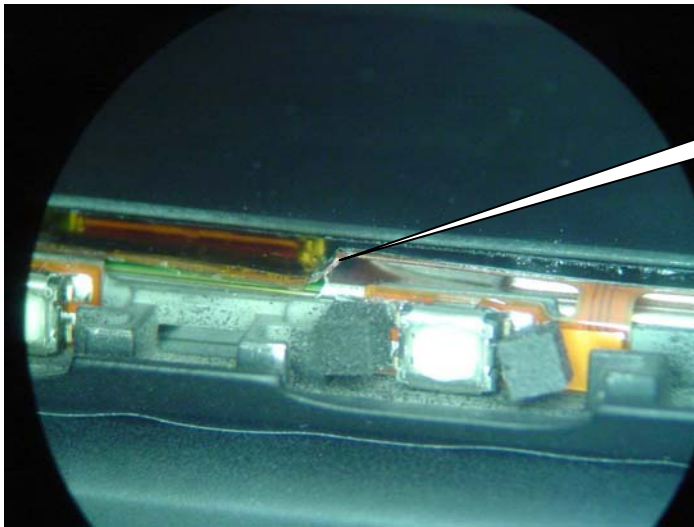
The root cause was determined to be P-Flex within flip shorted with metal bezel due to abrasion with burr on bezel.



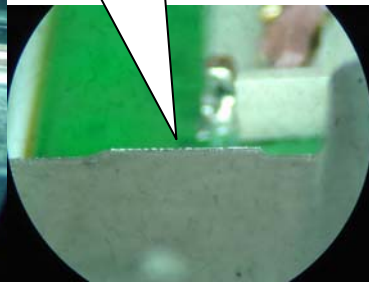


MOTOROLA

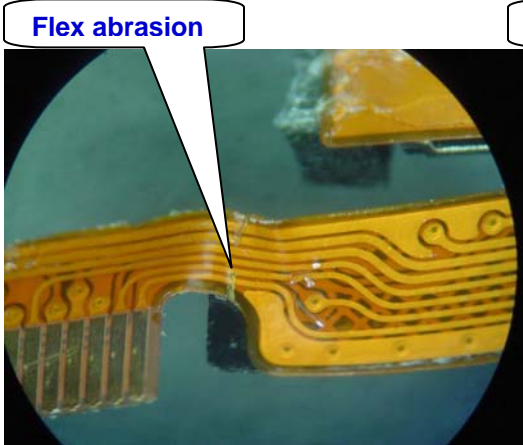
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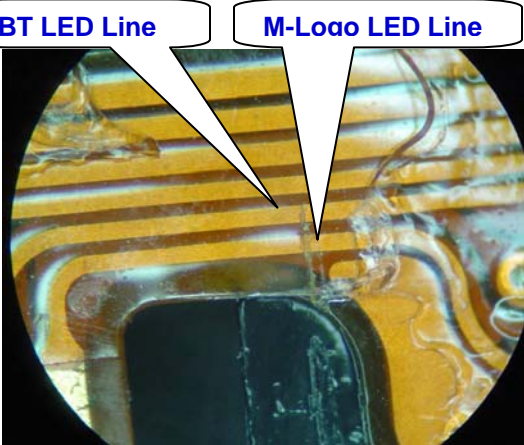
P-Flex sticking to lens and bending sharply at ZIF



Rough bezel



Flex abrasion

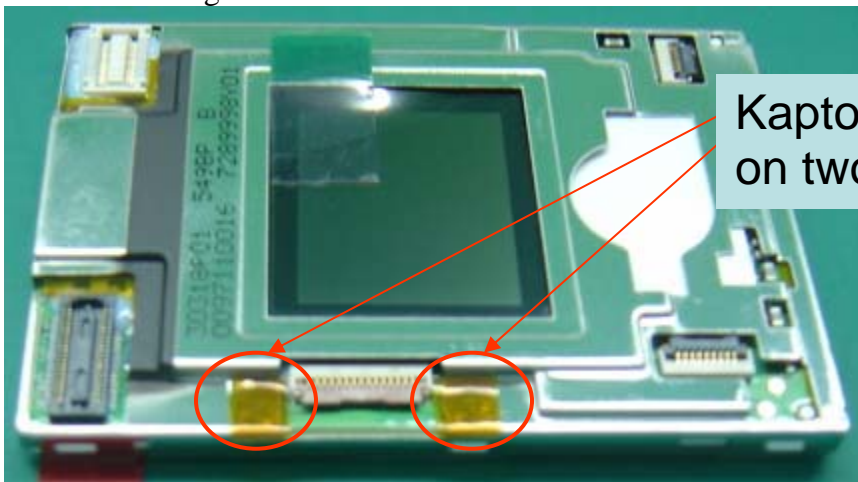


BT LED Line

M-Loao LED Line

Solution

The screened inventory will have Kapton tape, a changed bar code and a 'T' mark to denote screening as a short term measure.



Kapton tape place on two edges.



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For screened inventory the bar code changed from Y01/C to Y01/D and the front housing was mark with a "T" on the back.



Flips with new 2 tapes on the external bezel

The vendor will add a new step to remove any "burr" from the bezel as permanent corrective action.

Field Service Action

Customer Returns:

When servicing any V3i customer phones with described issue, the P-Flex must be replaced and kapton tape added. Personality Flex Assy # 8489906Y01

Call Center Action:

Call center should advise callers to send phone for repair.

Service Inventory

N/A

Global Codes

M Claims:

Customer Complaint Codes: ALT09 (Alert - LED, wrong indicator)

Problem Found Code: ALT09 (Alert - LED, wrong indicator)

Repair Code: RTW02 (replace level 2 part per FSB/CSB)