



MOTOROLA

Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

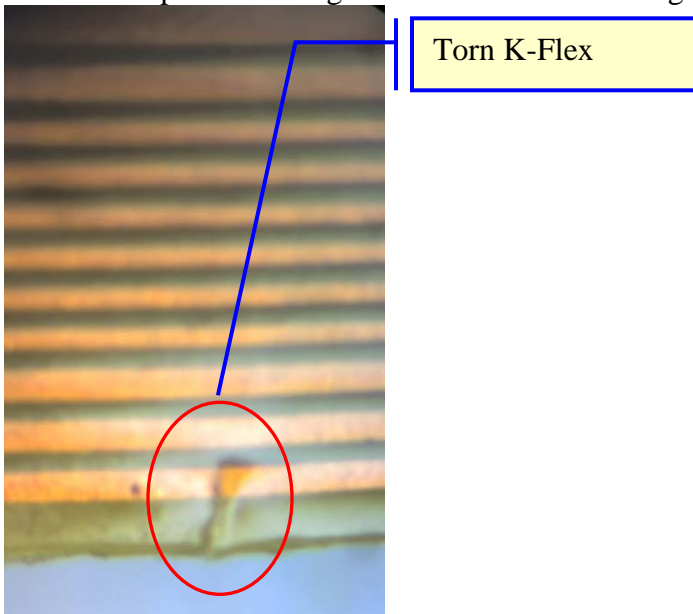
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-100
Authors: Darwin Garcia
Date: March 16, 2006
Total No. of Pages: 3
Subject: **V3i Torn K-Flex**
Model Affected: **V3i**
Level of Repair: 2

Problem

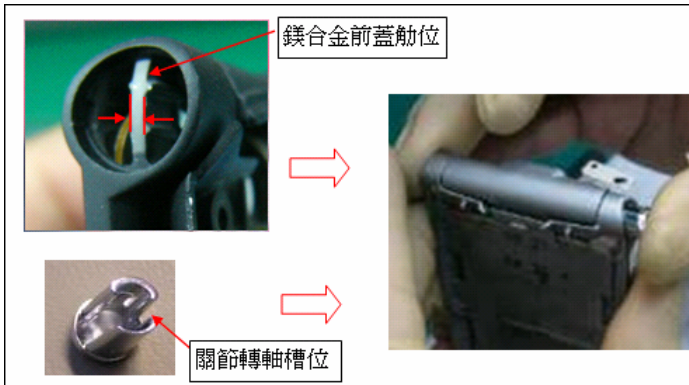
Service has been made aware of a V3i Torn K-Flex issue causing “Display Main - No display” complaints.

Initial analysis found that the tear at the “snake” area occurred during assembly when the K-Flex was pushed through the chrome knuckle hinge.



Solution

The factory SOP was change to ensure that operators do not torn K-flex when inserting end cap shaft into flip inner.



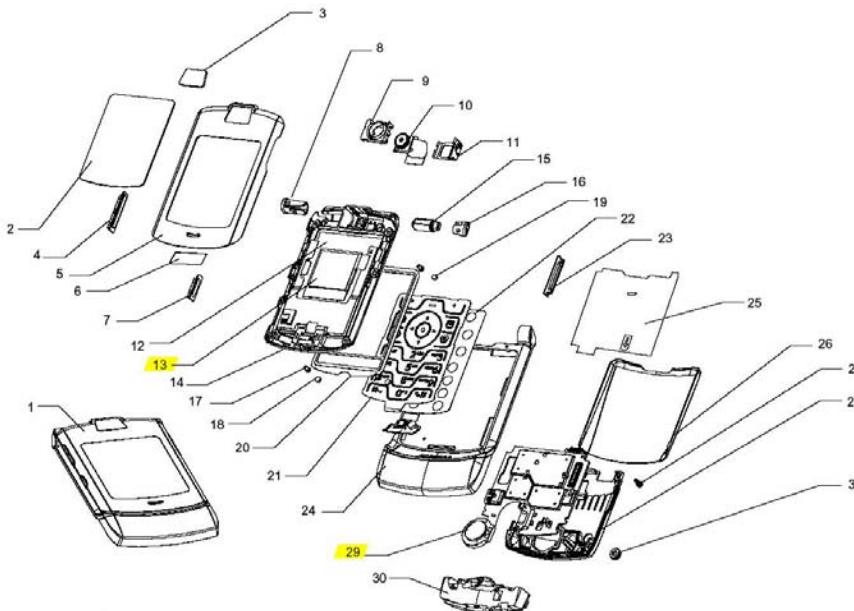
※ **OPERATION PROCEDURE** 作業步驟

- 步驟一 翻蓋內框與前蓋裝配到位, 確保K-flex不被夾住, 如圖1
 Step 1. Keep the flip inner and front housing in the closed position and now snap in the Hsng. End Cap/Shaft(Plating), Shaft(without damaging flex), see figure 1
- 步驟二 檢查關節轉軸外觀, 如圖2
 Step 2. inspect Hsng. End Cap/Shaft, see figure 2
- 步驟三 用鑷子夾取1pc薄銅片, 將銅片插入轉軸縫隙當中, 然後將銅片夾緊貼牢, Step 3. Take 1 pc copper foil, and tuck it into the slot on the shaft, then stick the foil firm surface of the shaft, see figure 3
- 步驟四 裝關節轉軸, 確認突出部分沒有超差, 如圖4
 Step 4. assy Hsng. End Cap/Shaft(Plating), see figure 4
- 步驟五 自檢後流入下一工站。
 Step 5. Make sure no problem, then put qualified workpiece to transport.

Field Service Action

Customer Returns:

When servicing any V3i customer phones with described complaint, replace the keyboard flex assembly module (Part Number 22= 8471183B02).





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Call Center Action:

Call center should advise callers to send phone for repair.

Service Inventory

N/A

Global Codes

M Claims:

Customer Complaint Codes: DIM01 (Display Main - No display)

Problem Found Code: DIM01 (Display Main - No display)

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