

FIELD SERVICE BULLETIN

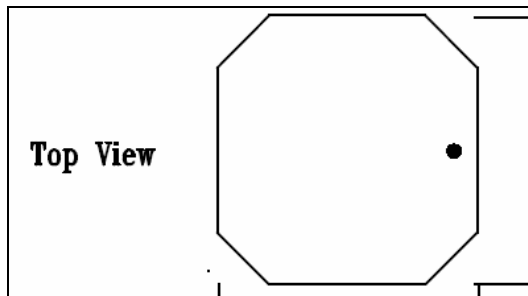
FSB Number: LVCCFSB2006-14
 Authors: Darwin Garcia
 Date: February 22, 2006
 Total No. of Pages: 3
 Subject: **V3 & V3i Keypad Backlight Low Brightness**
 Model Affected: **V3, V3i**
 Level of Repair: 2

Problem

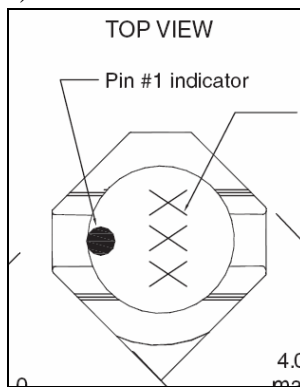
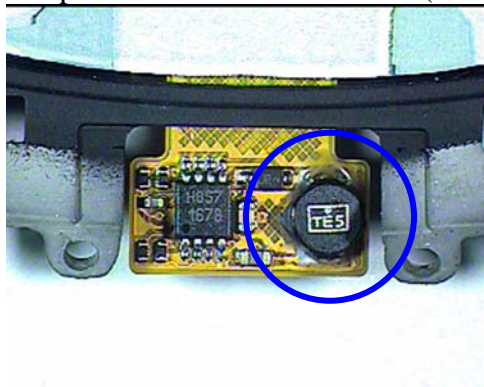
Service has been made aware of a variance of brightness with the RAZR V3 and Siliqua V3i keypad backlight EL panels.

The root cause of the dimmer EL panel was the shorting of the core of the Coilcraft EL inductor to the soldered contacts causing a higher current drain.
 EL Inductor suppliers for V3 and V3i

Coilcraft EL Inductor (White)



Cooper Coiltronics EL Inductor (Black)



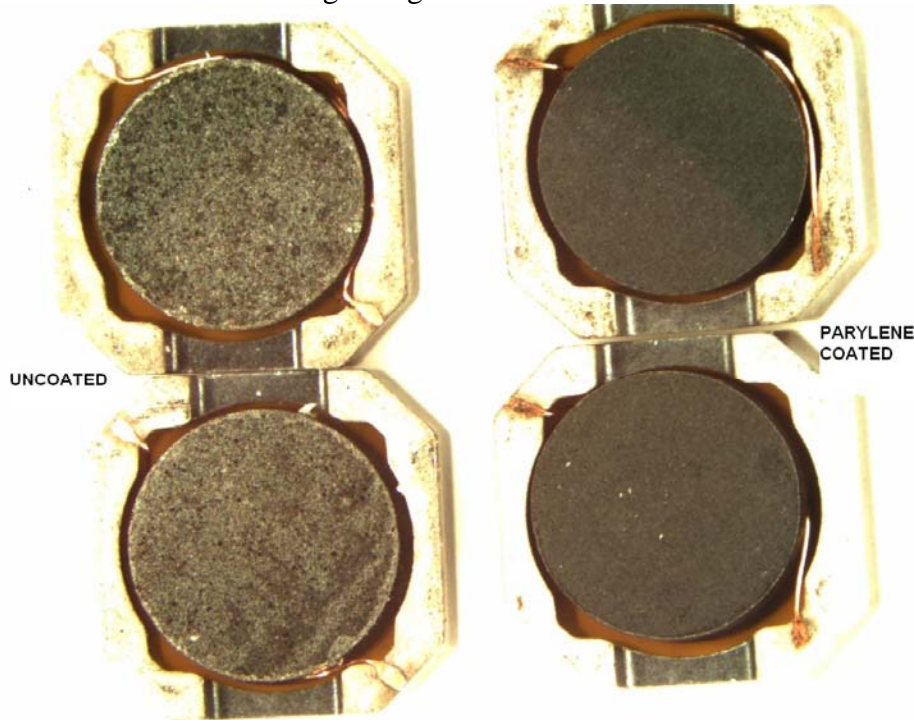


MOTOROLA

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

Solution

Coilcraft converted the EL inductor to a paralyne coating to prevent the shorting on November 9th as a running change.



Note: Cooper Coiltronics EL Inductors were NOT impacted by this issue.

Field Service Action

Customer Returns:

When servicing any V3 and V3i customer phones with described issue, the K-Flex must be replaced. For V3 = 8489976N03 and for V3i = 8471183B02

Call Center Action:

Call center should advise callers to send phone for repair.

Service Inventory

N/A

Global Codes

M Claims:

Customer Complaint Codes:

Problem Found Code:

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