



MOTOROLA

Consumer Solutions & Support
US Competency Center
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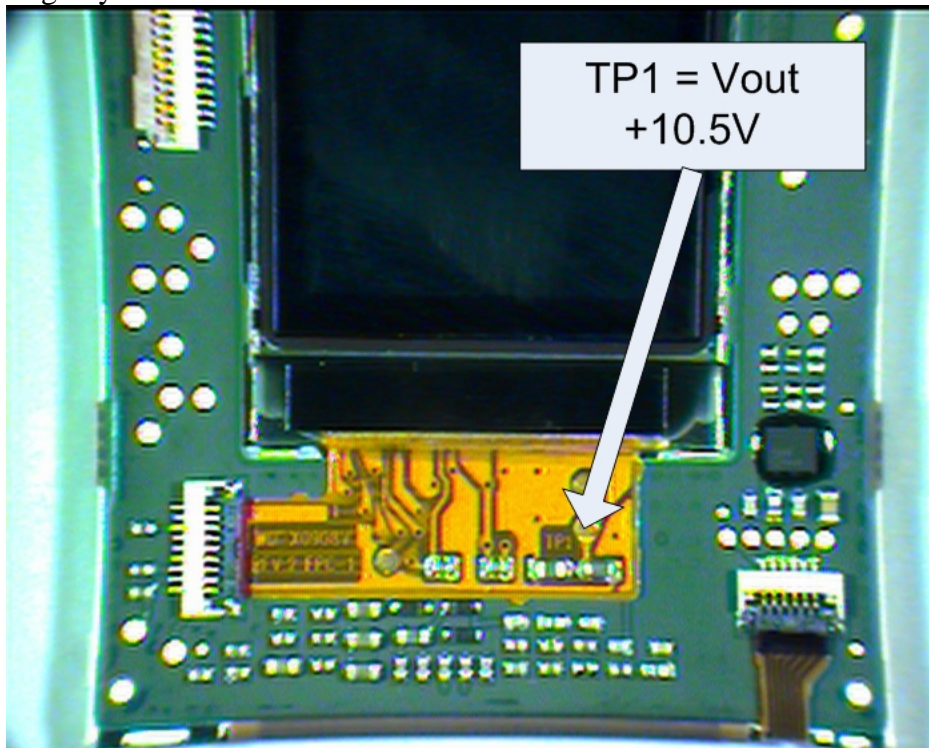
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-33
Authors: Darwin Garcia
Date: February 14, 2006
Total No. of Pages: 2
Subject: **V3i CLI Low Contrast**
Model Affected: **V3i**
Level of Repair: 2

Problem

Service has been made aware of a V3i CLI low contrast issue causing “Display Secondary - Low / Dim Backlight” complaints.

Initial analysis determined that the Vout line voltage on the CLI that controls the contrast level was below the desire value of +10.5V, this line is control by the setting on the OTP Registry.



Solution

This FSB version does not contain a solution, since it has not been identified.

As part of the FSB release process improvement initiative, V3i FSB's will be initially released with ONLY the initial analysis and repair action identified.

A new revision will be released once in-depth analysis and solution information (Corrective Action) are available.



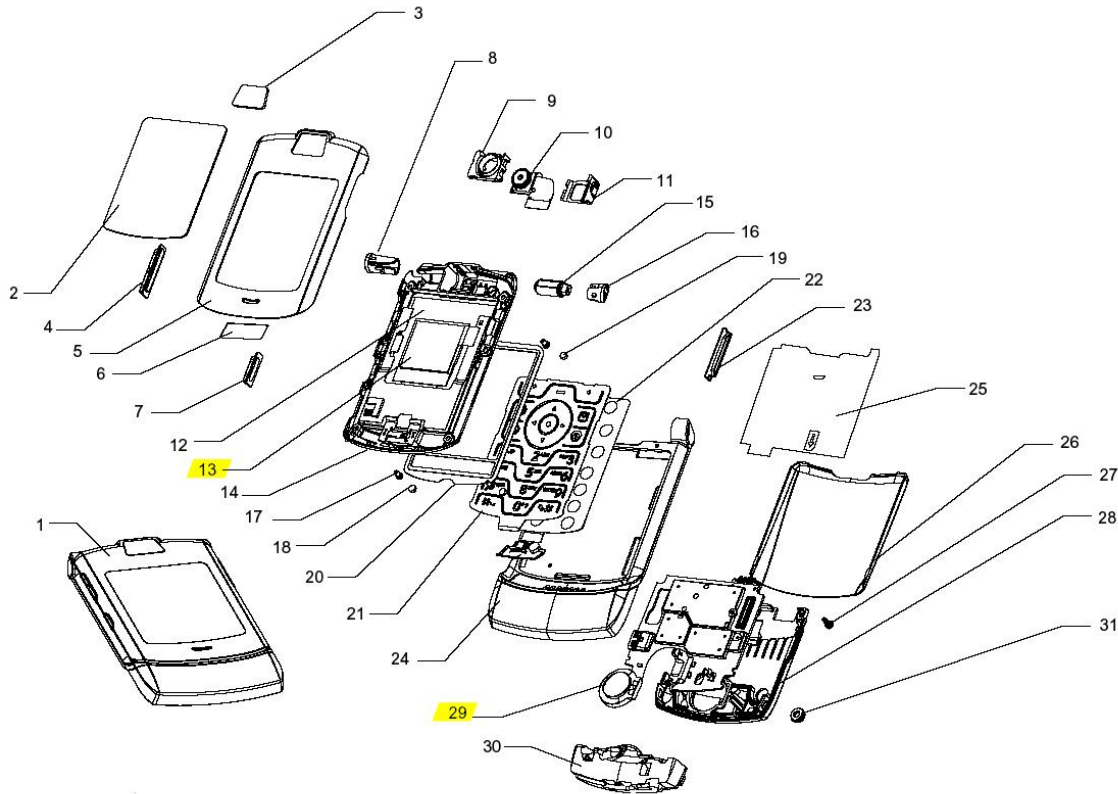
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Field Service Action

Customer Returns:

When servicing any V3i customer phones with described complaint, measure the voltage level on TP1 to determine if it is below +10.5V, if it is replace the display module (Part Number 12= 7271302B01).



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)