



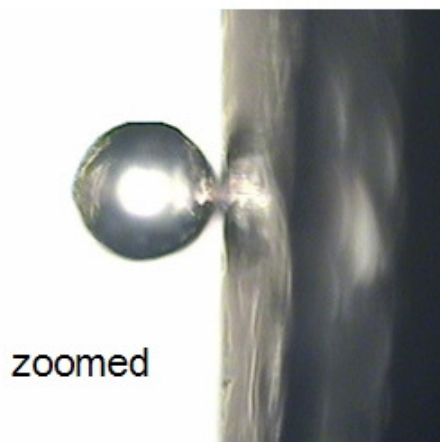
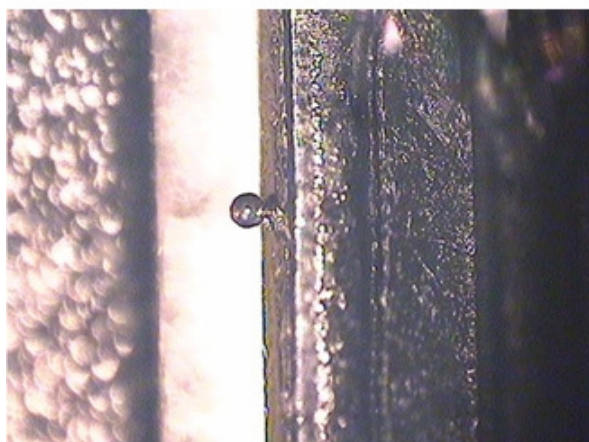
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CSB-1004-2
Country : UK
Date : 10/20/2006
APC : D54
Repair Level : 2

Title V3V3 05 CR - GSM - RAZR Earpiece Audio Distortion
Model Effected V3 & V3_05

PROBLEM

Service has detected an earpiece audio distortion issue during V3 MOL causing "Audio distortion" complaints. The root cause was determine to be FM contamination (solder ball) in the earpiece chamber being introduce during the supplier's manufacturing process (AAC).

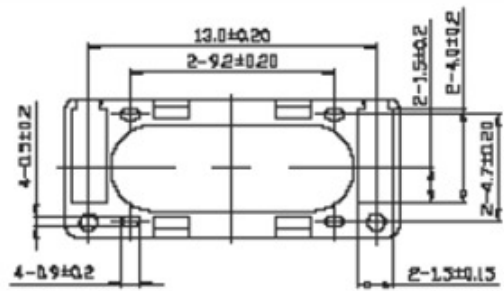


SOLUTION

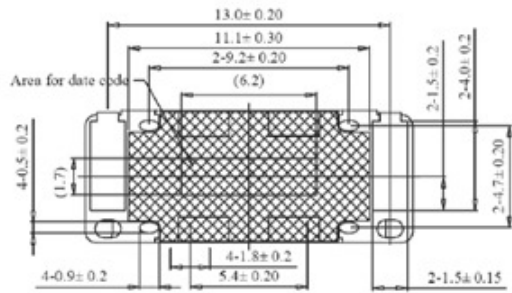
The AAC earpiece design was change to add a mesh at the venting holes on the bottom to prevent FM contamination.

AAC Earpiece Design Change

Old Part# 5089574N02

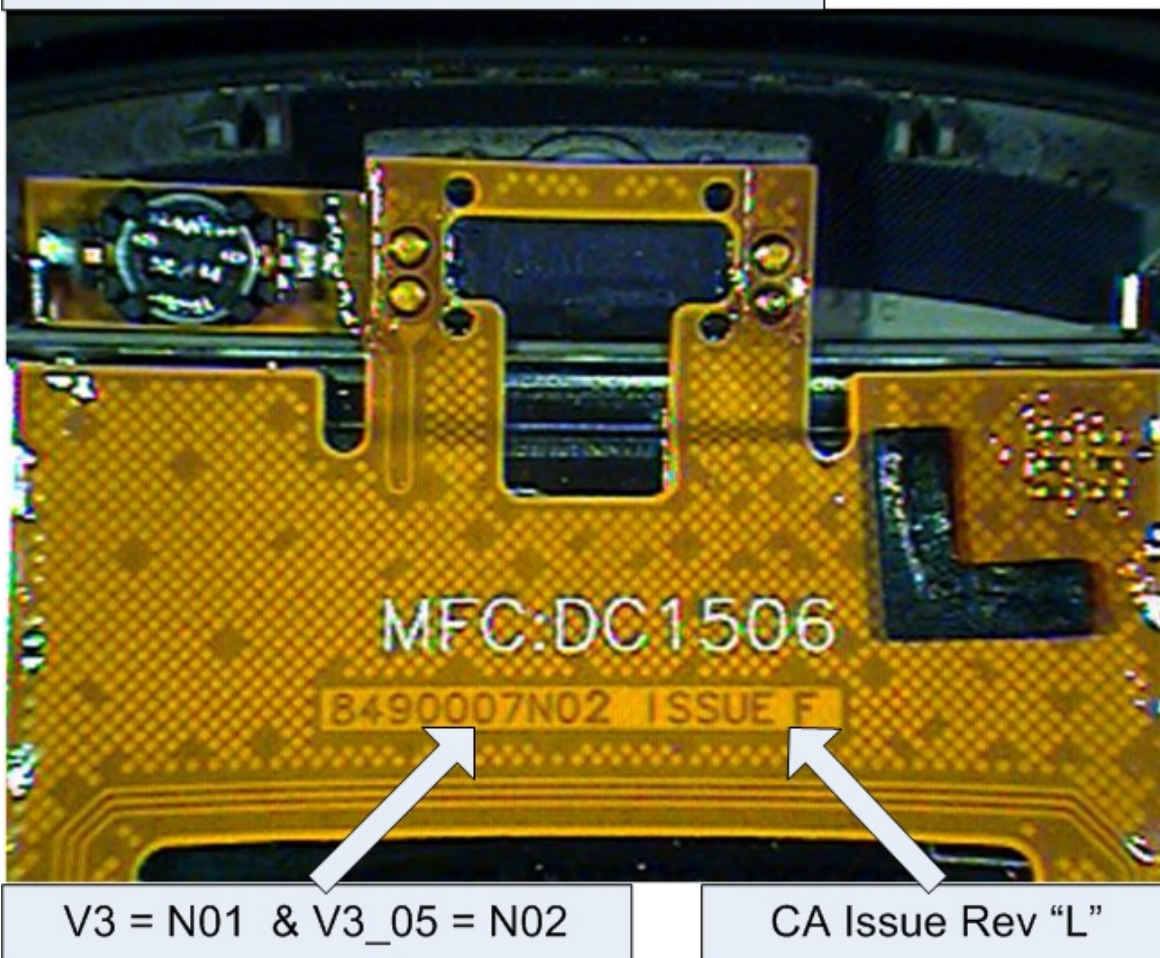


New Part# 5071324E01



The P-Flex revision change to "L".

P-Flex Issue Change



V3 = N01 & V3_05 = N02

CA Issue Rev "L"

FIELD SERVICE ACTION

When servicing any RAZR customer phones with described issue, the P-Flex must be replaced. Personality Flex Assy # 8490007N01 (V3) and 8490007N02 (V3_05) .

Service inventory new p-flex orders should be for revision "L" if available.

No purge of current inventory is required.

CALL CENTER ACTION

Call center should advise callers to send phone for repair.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: AUD03 - Audio - Earpiece , Volume varies

Problem Found Code: AUD03 - Audio - Earpiece , Volume varies

Reference Designator:FLEX - Flex

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.2006-353
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