

**MOTOROLA**

CELLULAR SERVICE

# Bulletin

CELLULAR SUBSCRIBER PRODUCTS

MOTOROLA UK  
REDWOOD  
CROCKFORD LANE  
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CHINEHAM  
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UNITED KINGDOM RG24 8WQ

CSB-1011-2  
Country : UK  
Date : 10/5/2006  
APC : D54  
Repair Level : 2

Title  
Model Effected

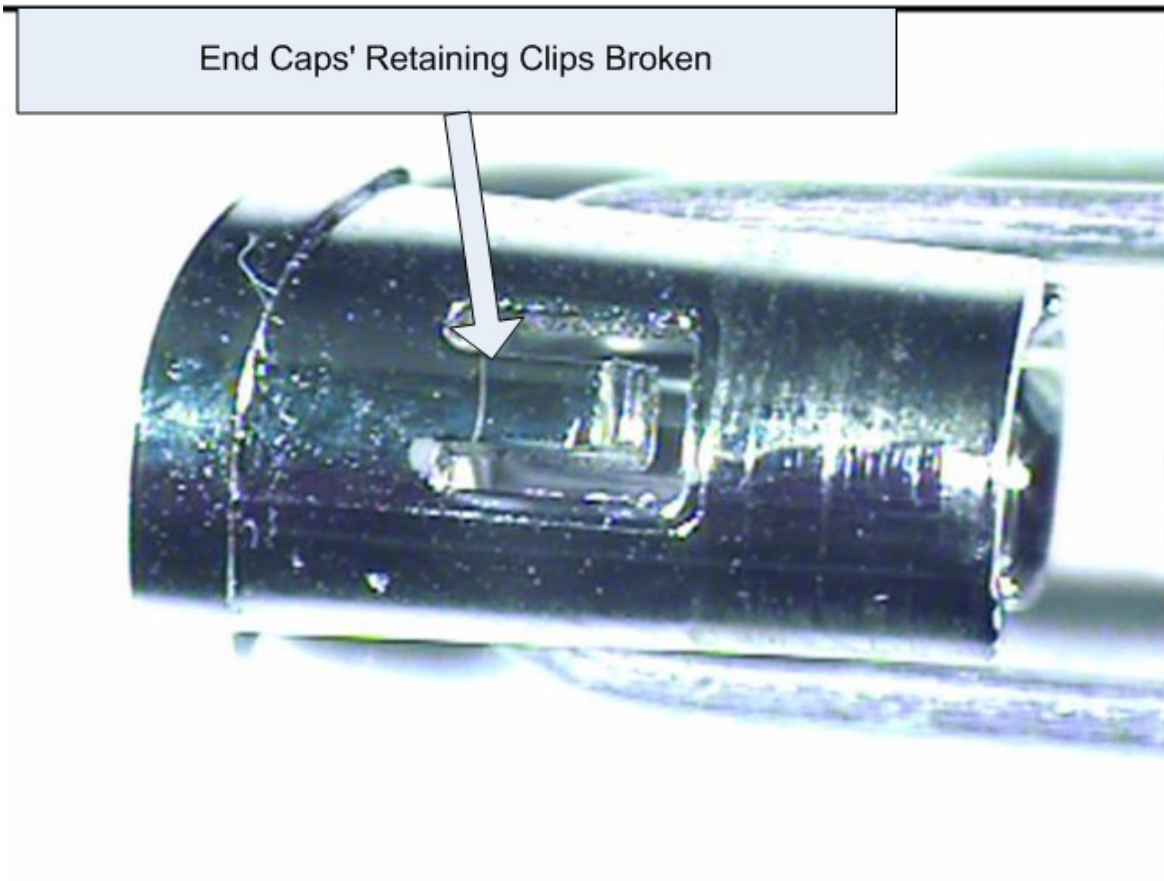
V3V3 05 CR - GSM - RAZR Missing Endcap  
V3 & V3\_05

## PROBLEM

The NA service team has reported a V3 missing/broken/loose end cap issue causing field returns.



The root cause was determined to be end caps' retaining clips getting damaged after disassembly, which were then reused during factory rework and service refurbishment.



**SOLUTION**

The end cap was originally determined to be non-reusable after disassembly. The factory SOP was changed to ensure this part is scrap after disassembly.

**FIELD SERVICE ACTION**

When servicing GSM RAZR customer returns with the describe failure the end cap must be replace with a new one. Part # 1589126Y01

Service center must NOT reuse the end cap.

**CALL CENTER ACTION**

Call center should advise callers to have their phone send for repair.

**SERVICE ENTRY CODE**

**Global Service Codes**

Complaint Code:

Problem Found Code:

Reference Designator:FLIP - Flip

Repair Code: RAS04 - Reassemble - CSB/ FSB

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If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-360  
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