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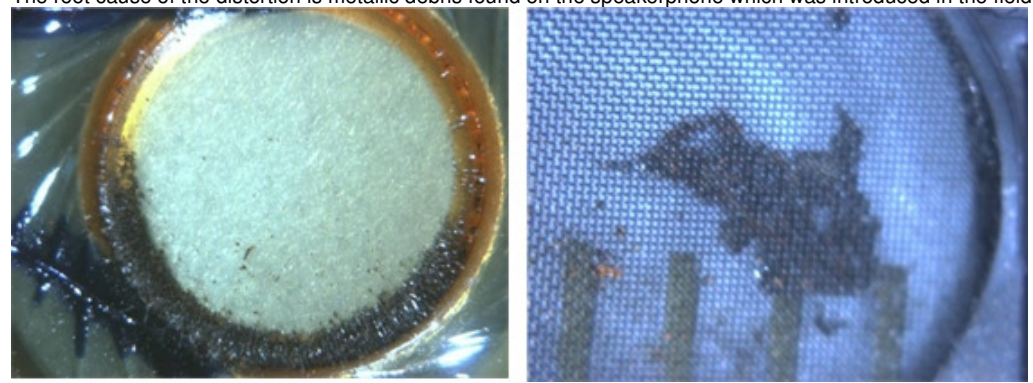
CSB-1109-2  
Country : UK  
Date : 11/13/2006  
APC : ALL  
Repair Level : 2

Title V3V3 05 CR - GSM - Speakerphone Metallic FM  
Model Effected V3 & V3\_05

**PROBLEM**

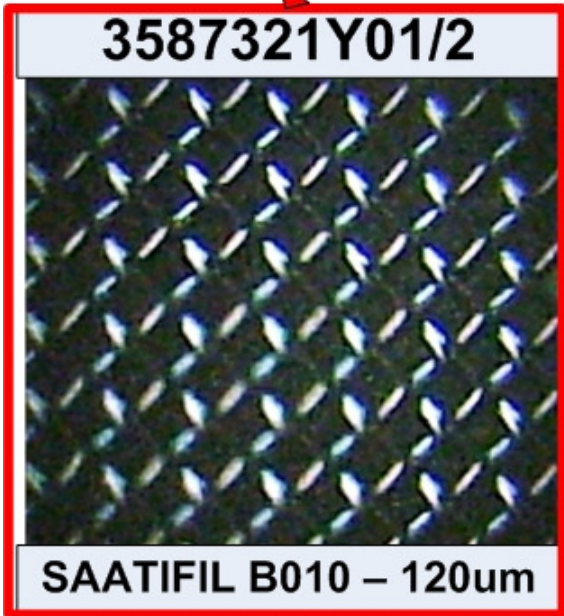
Service has been made aware of a Razr GSM (V3 & V3\_05) speakerphone distortion issue causing "Alert" complaints.

The root cause of the distortion is metallic debris found on the speakerphone which was introduced in the field.



**SOLUTION**

To improve the FM ingress from the rear housing mesh to the speaker phone, the pore size of the mesh was reduce from 120um (micron) to 51um.  
The part number change from 3587321Y01/2 to 3587321Y04.



**FIELD SERVICE ACTION**

After servicing any Razr GSM (V3 & V3\_05) customer phones with described issue replace the speakerphone and the rear housing with the new mesh if available.  
Speakerphone part number: 5088017N02  
Rear Housing part number: 1590048Nxx

**CALL CENTER ACTION**

Call center should advise callers to send phone for repair.

**SERVICE ENTRY CODE**

**Global Service Codes**

- Complaint Code: ALT03 - Alert - Ring tone , noise / distortion
- Problem Found Code: ALT03 - Alert - Ring tone , noise / distortion
- Reference Designator:AL - Alert
- Repair Code: RMP10 - Replace Mechanical Part - CSB/ FSB

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If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-458  
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