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 REDWOOD  
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 BASINGSTOKE  
 UNITED KINGDOM RG24 8WQ

CSB-1111-2  
 Country : UK  
 Date : 11/13/2006  
 APC : ALL  
 Repair Level : 2

Title V3 05 CR - GSM - Earpiece Low\_Core magnet mis-aligned  
 Model Effected V3 05/V3i/V3

## PROBLEM

Service has been aware of an issue identified during the V3 05 MOL analysis. Some units returned with customer complaints of "Audio, Earpiece low", were found the core magnet was misaligned. The resistance is normal (around 30ohm). See the below figure.



The adhesive did not spread evenly over the core magnet, which caused the core magnet to shift and generate low or distorted sound. The poor distribution of adhesive was due to the uneven pressure imposed on the core magnet.

## SOLUTION

The supplier replaces the hot press machine with the air-powered press machine to press the magnetic field so as to make sure the adhesive is well distributed under even pressure. Start Date: 08/28/2006. Date Code: 06.08.28 (Wk35).

## FIELD SERVICE ACTION

When servicing any customer return of affected models with described symptom, check the earpiece Date Code firstly. If it is before 06.08.28 (Wk35), replace the earpiece. The part No. is 5089574N02 . Otherwise, please follow normal troubleshooting procedure to identify the failure per the customer complaint.



## CALL CENTER ACTION

When a customer contacts you with a complaint of "earpiece low/distortion", you should advise the caller to have the phone repaired per this FSB at an Authorized Motorola Service Center.

## SERVICE ENTRY CODE

### Global Service Codes

Complaint Code: AUD02 - Audio - Earpiece , Low

Problem Found Code: AUD02 - Audio - Earpiece , Low

Reference Designator:SPK - Speaker

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

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If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-460  
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