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 CHINEHAM BUSINESS PARK
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 UNITED KINGDOM RG24 8WQ

CSB-1181-2
 Country : UK
 Date : 2/2/2007
 APC : ALL
 Repair Level : 2

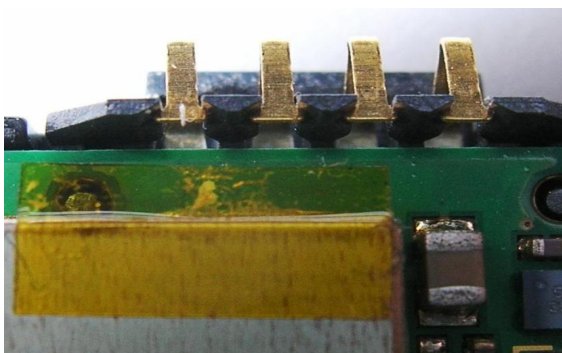
Title RAZR V3iV3 05 CR - GSM - Battery Contact Short - Kapton Tape
 Model Effected V3i & V3_05

PROBLEM

Service is aware of a Battery Contact Short issue on V3i & V3_05 causing power down after being dropped from very short distance.



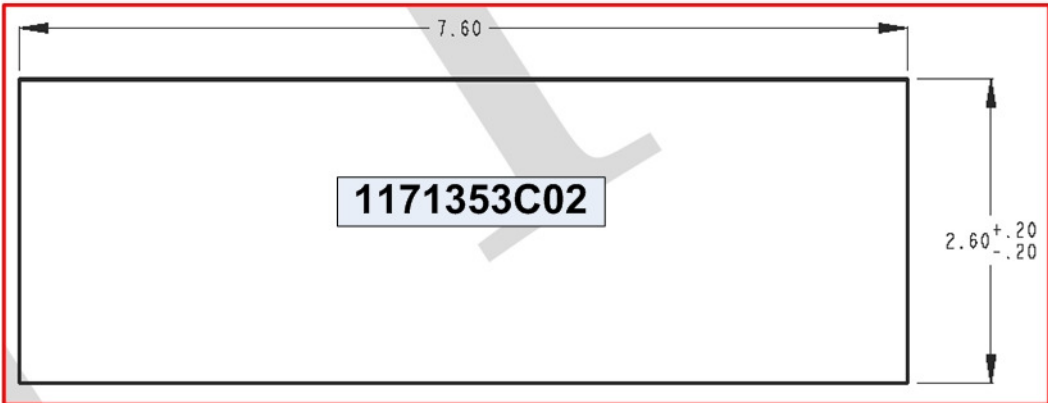
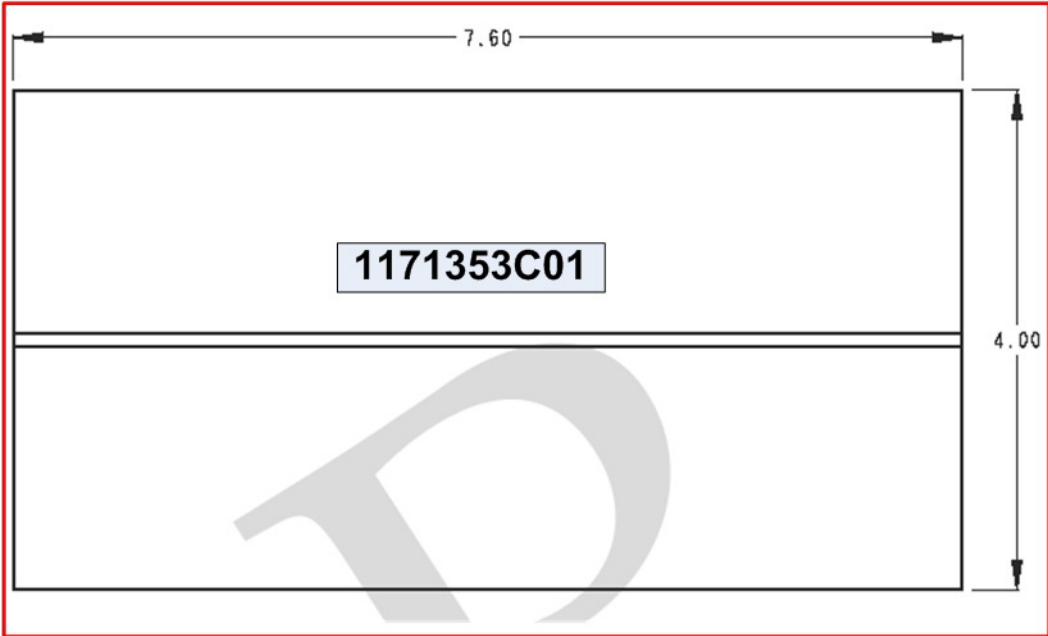
Battery connector pins are being shorted to shield when the phone is dropped from short distance causing a power down. The protective kapton tape placed on the shield start to peel off over time, which gives the opportunity for pins 1 (BATTP) & 2 (OWB) to get under the kapton tape and shorting with the shield.



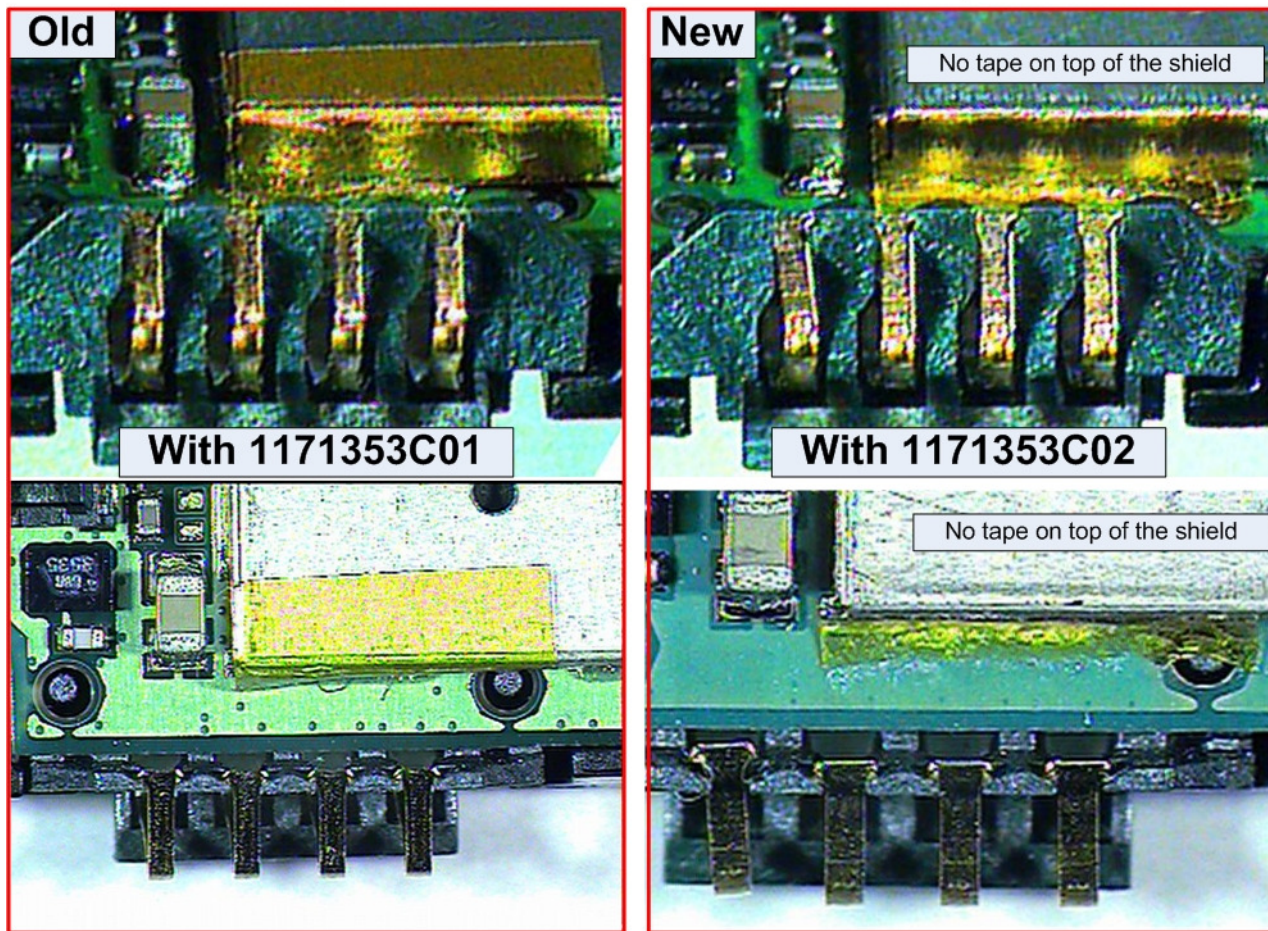
SOLUTION

The width of the kapton tape was decreased from 4.00mm to 2.60mm and it will only be placed on the side of the shield to prevent the pins from contacting it.
 Old Part Number: 1171353C01
 New Part Number: 1171353C02

Kapton Tape



Kapton Tape Placement



FIELD SERVICE ACTION

When repairing or refurbishing any Razr GSM (V3i & V3_05) the kapton tape must be replaced with the 7.60mm x 2.60mm (+/- .20) size tape if it is noted to be lifted.

Service Inventory

New orders should be for part number 1171353C02 and purge of current inventory is NOT required.

CALL CENTER ACTION

When responding to Problem Product customer inquiries on the GSM V3i & V3_05 products, where the customer reports that the above symptom, inform the customer to return the phone to an authorized service center for repair, per this FSB.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: TON03 - Turn on/off - Auto power down in standby

Problem Found Code: TON03 - Turn on/off - Auto power down in standby

Reference Designator: SH - Shield

Repair Code: RMP10 - Replace Mechanical Part - CSB/ FSB

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2007-22
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