



Consumer Solutions & Support
US Competency Center
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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006- 280
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Subject: 3G V3x – Protective Clear Liner Obstructing Earpiece
Phone Models: 3G V3x
Level of Repair: 1

Problem

This is an informational bulletin to notify Call Center and Service Center regarding Low Audio. Customers may complain of low or no audio earpiece. Analysis revealed the plastic, clear, protective film covered the earpiece active port. See Fig 1.



Fig.1 Clear Plastic Protective Film Covering Earpiece

Solution

Short Term:

Educate the customer to remove the plastic protective film before using the phone.

Long Term:

Blue liner application, over the flip earpiece Moto logo, was implemented by Foxconn in 122005, see fig 2.



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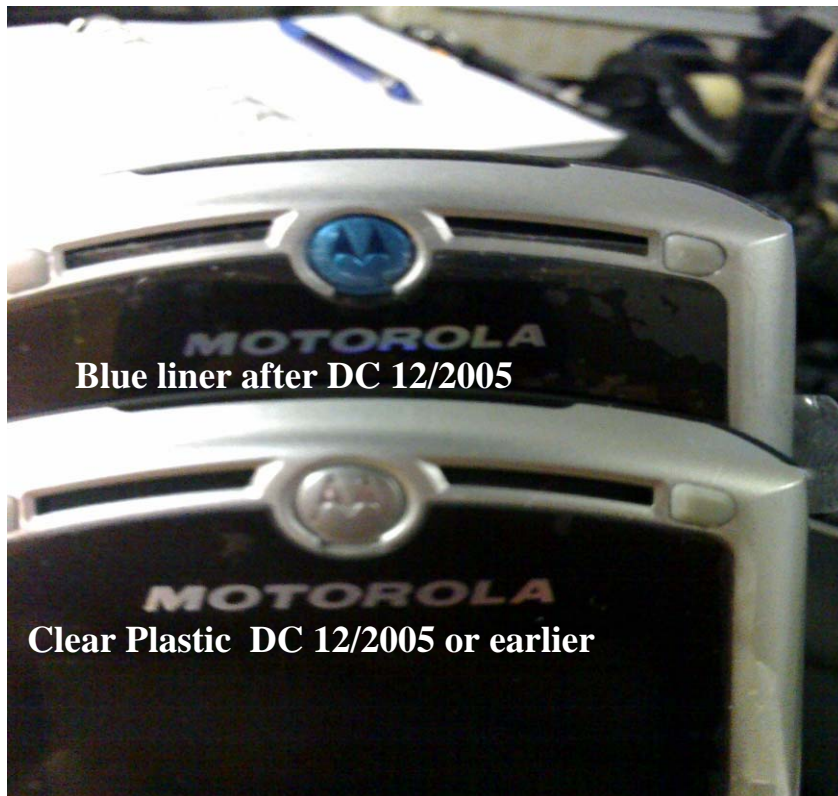


Fig. 2 Protective Plastic Color Implementation

Service Action

Customer Returns:

Perform the following procedure on all V3x customer returns (DC 12/2005 or earlier) with Low Audio complaint:

- 1) Remove protective Plastic Film.
- 2) Follow normal troubleshooting procedures for customer complaints related to Audio.

Service Inventory:

N/A

Call Center Information:

When responding to inquiries related to V3x Low Audio, inform the customer to check for Protective Film and to remove it before using the phone. If the problem still exists, then instruct the customer to return the unit for service to authorized service center.

Service Entry Code:

N/A