



MOTOROLA

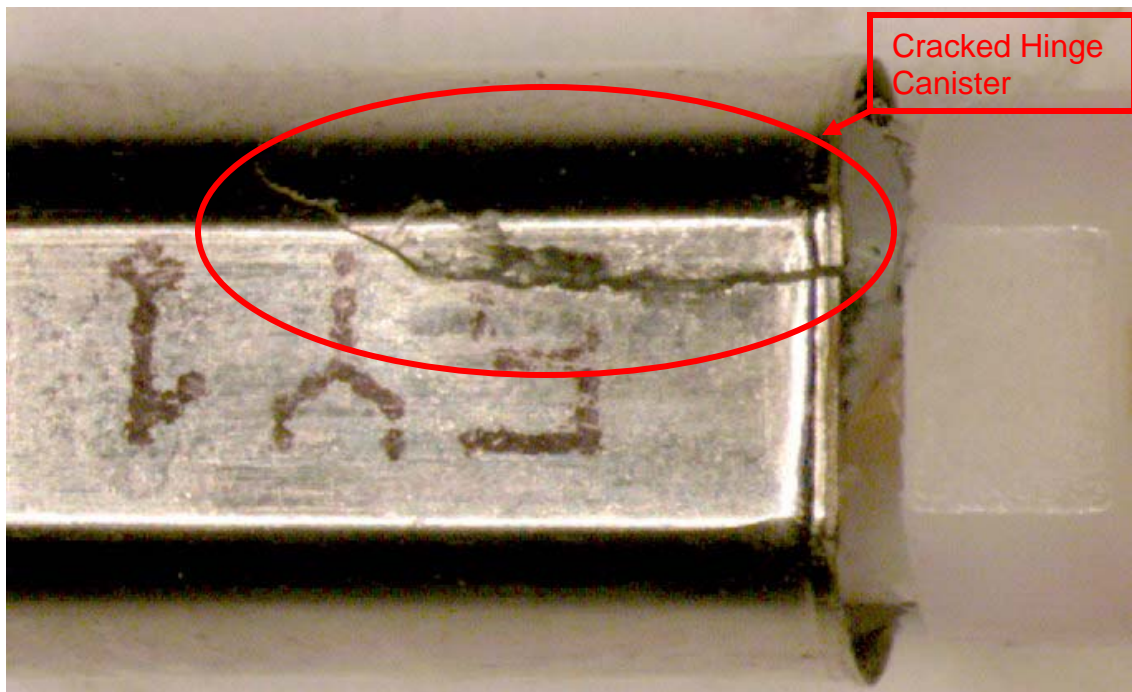
Consumer Solutions & Support
US Competency Center
600 North US Highway 45
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Website: gs.mot.com

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-98 Rev(A)
Author: Eduardo Rodriguez
Date: March 10, 2006 (Updated March 30, 2006)
Total No. of Pages: 3
Subject: **3G V3x – 5571967B01- Hinge Cam – Difficulty opening and closing flip**
Phone Models: 3G V3x
Level of Repair: 2

Problem

Service is aware of an issue; identified by the field on V3x. Units were returned with a customer complaint of “Difficult opening and closing the flip.” Analysis revealed the hinge canister (Part # 5571967B01) to be cracked due to its thin wall design. (See Fig. 1) The flip becomes difficult to open as the material inside the canister wears and then starts to rotate within the canister, see Fig 2.





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Fig. 2 Flip Assembly

Solution

Corrective Actions

- a. Part change to 5571967B03, date code 634 or later – Increased wall thickness and changed from brass to stainless steel material. See fig. 3 on how to read date code.



5 = Year
7 = Month
4 = Week

Fig. 3 Date Code on Hinge Canister



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Service Action

Customer Returns:

When servicing V3x customer returns with complaint related to “difficult opening and closing the flip”, then:

1. Confirm the customer complaint is due to a cracked or damaged hinge canister (Part # 5571967B01) via normal troubleshooting techniques.
2. Replace the 5571967B01 with 5571967B03, date code of 634 or later.
3. If unit still exhibits symptoms, then follow normal troubleshooting techniques per the customer complaint.

Service Inventory:

Purge 5571967B01, replace inventory with 5571967B03, date code 634 or later.

Call Center Information

When responding to problem product inquiries where customer complains “Difficult opening and closing the flip”, direct them to their local Service Center per this FSB.

Service Entry Code

Please ensure that repairs of this type are logged on the Service database as follows:

Global M-Claims Codes:

Customer Complaint Codes: HFL09 (Housing Flip/Blade – Tight)

Problem Found Code: HFL09 (Housing Flip/Blade - Tight)

REF Designator Code: NA

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