

# FIELD SERVICE BULLETIN

FSB Number	FLCCFSB2007 - 310/Rev2
Author	Oke Christiansen
Date	Tuesday, January 15, 2008
Subject	<b>CDMA GSM - MOTORAZR2 V9m MOTORAZR<sup>2</sup> V8 - Missing Battery Insulator Tape</b>
Model Affected	All
Level Of Repairs	2

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## Problem

Service is aware of an issue identified in the NPI Analysis of the CDMA MOTORAZR<sup>2</sup> V9m, alongside GSM MOTORAZR<sup>2</sup> V8. Some units, returned with several customer complaints, showed a missing or damaged Battery Insulator Tape.



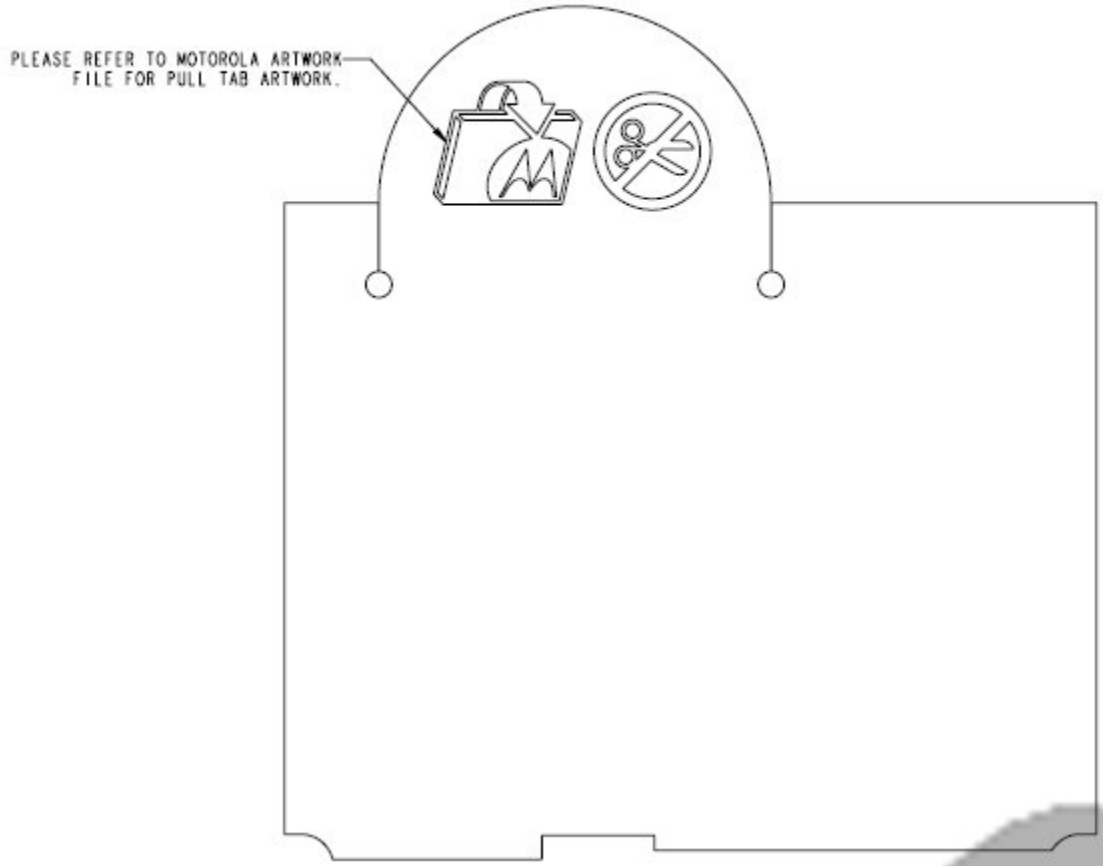
The root cause of the missing or damaged label seems to be that Customers did not understand the use of the latch at the Battery Insulator Tape. After inserting the battery and assembling the battery door, the latch is looking out of the housing. So they decide to rip the latch off. In some cases they ripped the whole tape of the phone which will also cause that the IMEI/ESN and factory labels are missing.

There is no risk of phone malfunction if the label is missing.

## **Solution**

### **V8 (GSM) and V9m (CDMA)**

Graphics will be added to the Battery Insulator Label to make the use of the latch visible to the end users.



The additional artwork to the label has been approved and all current label production has switched over to it. This CA will not prevent that the consumer rip of the label, but it will advise him the purpose of the foil latch.

#### **New part numbers with artwork added:**

**V8 (GSM) --> 1471201F13**

**V9m (CDMA) --> 1471201F11/F14**

## **Field Service Action**

When servicing any GSM MOTORAZR<sup>2</sup> (V8 / V9m) customer returns, were the Battery Insulator Label is missing, then:

1. Check if the phone shows any other signs of customer abuse
  - a) if yes, follow your normal procedure to handle customer abuse claims
2. Check if the battery connector has been damaged by ripping off the label
2. Replace the Battery Insulator Tape and battery connector if needed.

1471201F13 - Battery Insulator Label V8 (GSM)

1471201F14 - Battery Insulator Label V9m (CDMA) - for Verizon Wireless and Sprint

1471201F11 - Battery Insulator Label V9m (CDMA) - Rest of the World

3. Print new IMEI/ESN labels

## **Service Inventory**

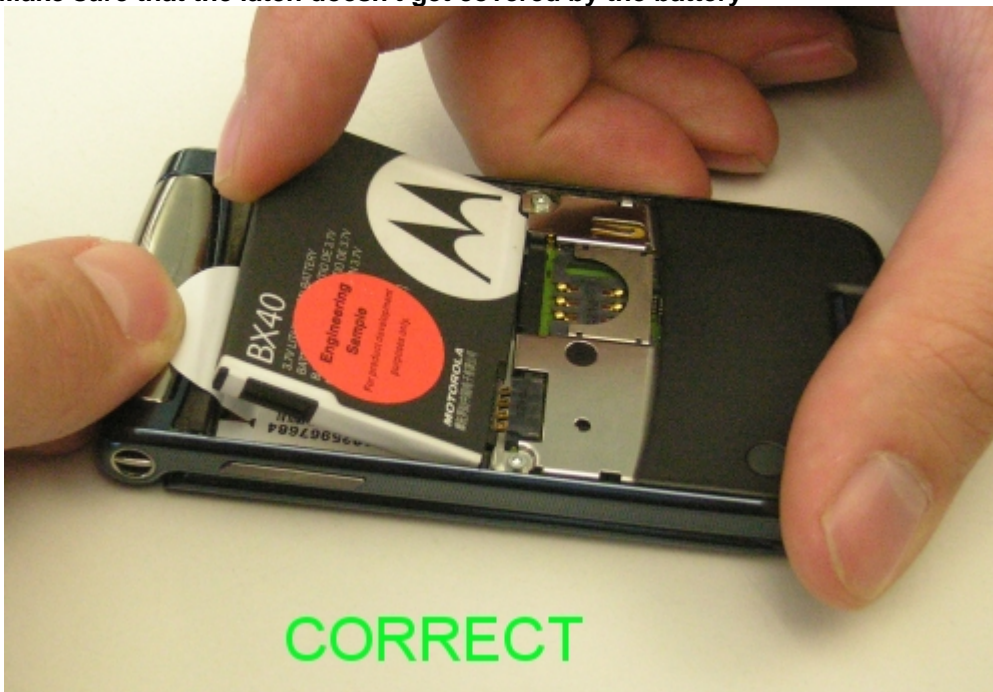
### **V8 (GSM) and V9m (CDMA)**

Order only the new part numbers and scrap the old one if enough new material is available.

## **Call Center Action**

If customers are asking for the purpose of the latch, tell them that this latch is needed to eject the battery and describe how the battery should be inserted and the battery door assembled.

1. Make sure that the latch doesn't get covered by the battery





**2. Bent the latch after battery insertion flat to the battery**



**3. Make sure that the latch is hidden under the battery door**



**Service Entry Code**  
**Global Service Codes**

Complaint Code:

Problem Found Code:

Reference Designator:LB - Labels

Repair Code: