FIELD SERVICE BULLETIN

FSB Number	LVCCFSB2007 - 303/Rev1
Author	Roy MacIntosh
Date	Friday, December 07, 2007
Subject	**CDMA GSM - MOTORAZR2 V9m MOTORAZR² V8 - Micro-USB Cover Separation**
Model Affected	ALL
Level Of Repairs	1

Problem

Service is aware of an issue identified in the NPI analysis of the CDMA MOTORAZR2 V9m and GSM MOTORAZR2 V8 products. Some units were found to have a micro-USB cover with the outer decorated part separated from the inside softer molded part. See Figure 1.

Figure 1

Solution

Design changes were implemented which improve the mechanical bonding between the two materials.

Field Service Action

When servicing CDMA V9m or GSM V8 customer returns:

- Read the letter molded on the inside of the micro-USB grommet. The location of the letter is shown in Figure 2.
- Replace any micro-USB grommets that have a letter of O, A, B, C, or D with a new micro-USB grommet. New micro-USB grommets have a letter of E, F, G, or later.
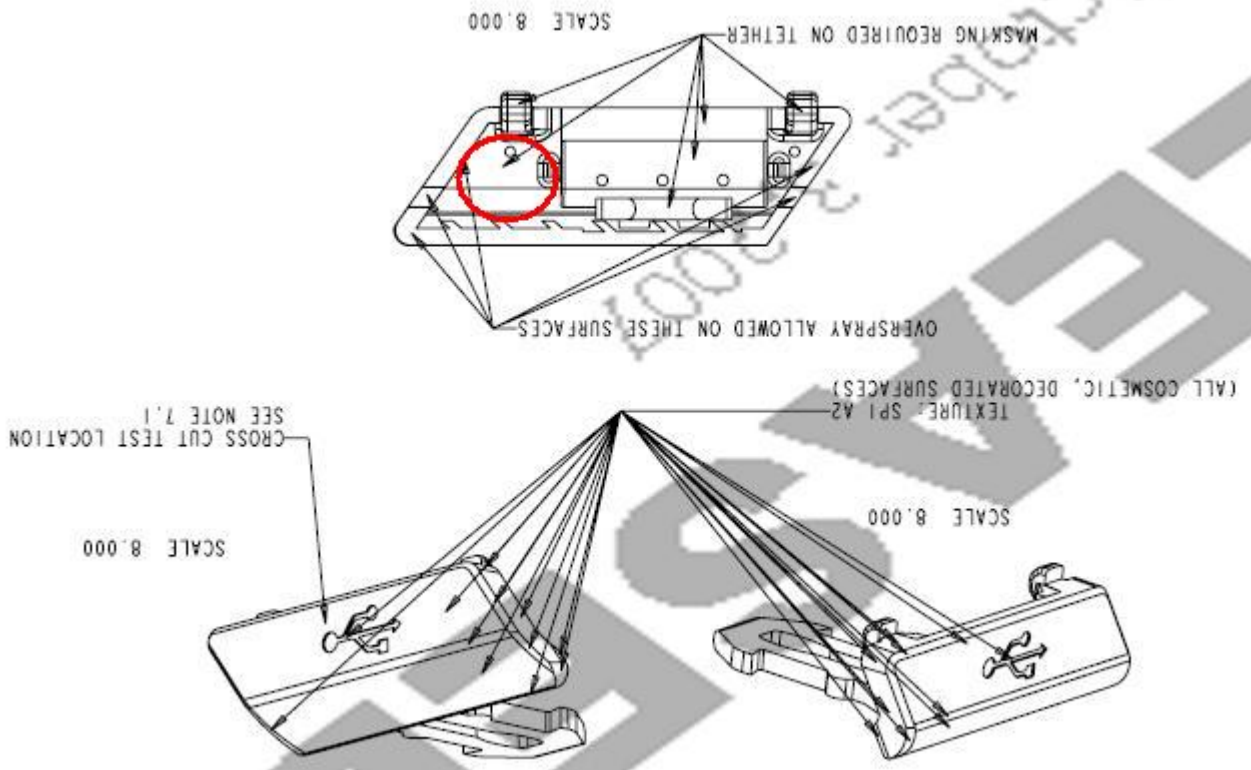

Figure 2

Service Inventory

The design change was implemented in Revision B of the decorated micro-USB grommets. The part numbers of the decorated micro-USB grommets changed with Revision B. (see table below)

- · Scrap existing inventory of the old parts (Revision A or earlier)
- · Only stock inventory of the new parts (Revision B or later)

	Old_Part_Number	New_Part_Number	
Dark_Pearl_Gray	1571369E02	1571369E08	
Dark_Navy	1571369E03	1571369E09	
Mahogany	1571369E05	1571369E12	
Graphite	1571369E06	1571369E11	
Espresso	1571369E07	1571369E10	
	O, A, B, C, D	E, F, G, …	<-- letter molded on inside of grommet

Call Center Action

No action required.

Service Entry Code
Global Service Codes

Complaint Code: CON00 - Connectors - No Detail Provided
CON01 - Connectors - DC or Charger
CON03 - Connectors - Data

Problem Found Code: CON00 - Connectors - No Detail Provided

Reference Designator:H - Housing

Repair Code: RMP01 - Replace Mechanical Part - Defective
RMP02 - Replace Mechanical Part - Broken/crack
RPT01 - Replace Part - Defective
RPT02 - Replace Part - Damaged
RPT03 - Replace Part - Missing