FIELD SERVICE BULLETIN

FSB Number	FLCCFSB2008 - 57
Author	Lutz Neumann
Date	Tuesday, February 26, 2008
Subject	**3G - MOTORIZR Z8 - No Display, Audio-no MIC, No turn on, Camera - image view**
Model Affected	MOTORIZR Z8
Level Of Repairs	3

Problem

Service is aware of an issue identified during the evaluate of the MOTORIZR Z8 NPI returns. Some units returned with complaints like:

- Display - flickering
- Display - no display
- Audio - no microphone
- Audio - earpiece distortion (while audio/video record)
- Camera - distorted imageview
- Turn on/off - no turn on.

Analysis identified a faulty dynamic flex with part No. 0103664E02 (8403658D04P4_E).

Solution

The design of the Dynamic Flex (DYF) has been improved and is available with Part No. 0103664E13 (8403658D13).

Field Service Action

If servicing MOTORIZR Z8 with the customer complaints mentioned above (or similar), then

- open the Z8 and follow up with the disassembling procedure mentioned in the service manual.
- check the Part No. of the assembled DYF as show on the picture above and exchange it to the DYF Ref 13 with the Part No. 0103664E13.
- reassemble the unit and test it for functionality.

If the change of the DYF doesn't fix the issue, then follow normal troubleshooting techniques per the Customer Complaint.

Service Inventory

The DYF Ref 13 (0103664E13) is available for order since wk8/2008.

Call Center Action

When responding to customer inquires on phones related to "Display - flickering" , "Display - no display" ,"Audio - no mic/ or distortion" ,"Camera - distorted imageview" or "Turn on/off - no turn on", please inform the customer to return the unit to a Motorola Service Center for repair, per this FSB.

Service Entry Code
Global Service Codes

Complaint Code: AUD01 - Audio - Earpiece , No
                    AUD15 - Audio - Earpiece, Distortion
                    CAM11 - Camera - Picture View
                    DIM01 - Display Main - No display
                    TON01 - Turn on/off - No Turn On

Problem Found Code: AUD01 - Audio - Earpiece , No
                    AUD12 - Audio - Mic Noisy at Unknown Cond
                    CAM01 - Camera - Poor Quality
                    DIM01 - Display Main - No display
                    TON01 - Turn on/off - No Turn On

Reference Designator:FLEX - Flex

Repair Code: RMP01 - Replace Mechanical Part - Defective