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Consumer Solutions & Support
US Competency Center
600 North US Highway 45
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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2003-100
Author: Tony Bryan
Date: October 17, 2003
Total No. of Pages: 3
Subject: **Triplets Desense Improvement**
Model Affected: V300, V303, V400, V500, V525
Level of Repair: 2

Problem

Service is aware of an issue with Desense on GSM Triplets Products. Factory and ALT Testing has seen some fallout for poor RF Performance related to Desense.

Solution

SHORT-TERM:

Manufacturing has implemented the placement of a conductive 2mm Moon Pad (3289229N02) centered on the SIM Chassis. The added conductive Moon Pad makes contact with the PCB Shielding and grounds the SIM Chassis to improve Desense performance. Please see Diagram 1.0 below for proper placement of the Moon Pad (3289229N02).

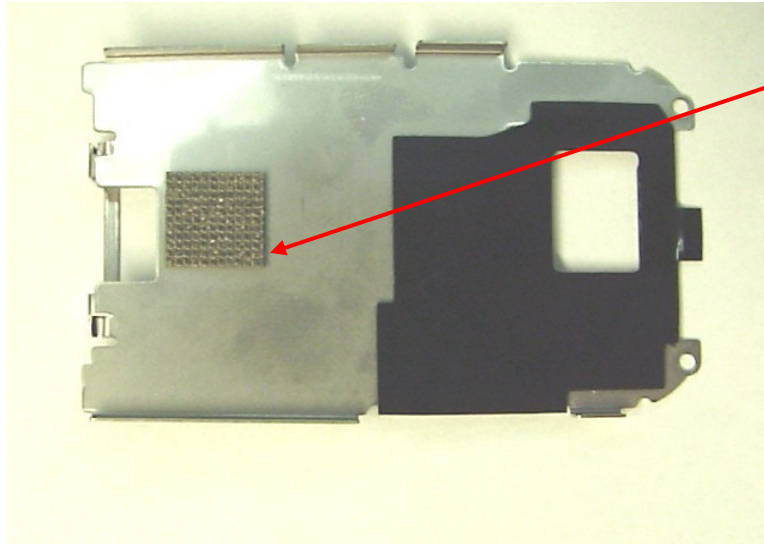
LONG-TERM:

A re-design of the original metal SIM Chassis (0188940N01) has been requested by Hardware Development and will be implemented in manufacturing as soon as material with the new design is available. The new design will include three metal fingers that extend into the housing and make contact with the PCB Shielding adequately grounding the SIM Chassis. Diagram 2.0 below shows a sample of the SIM Chassis with the improved design.



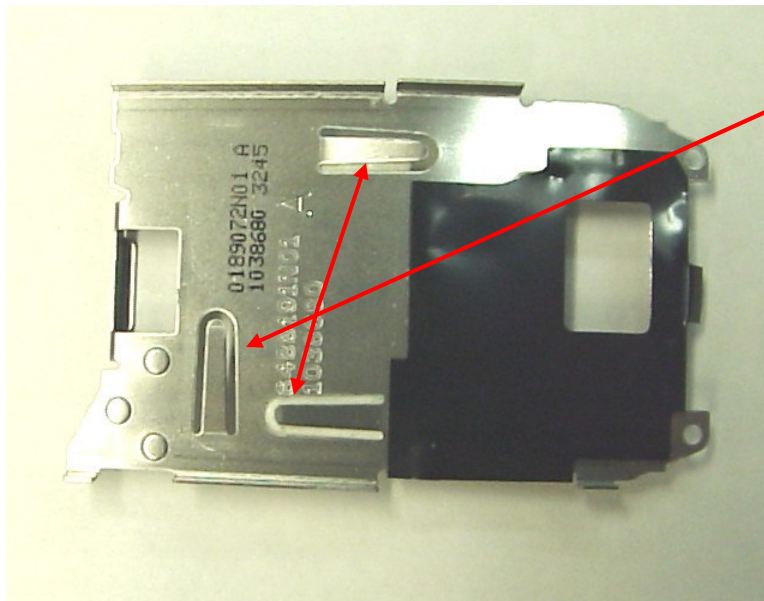
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Special Note:
Place grounding pad as shown on Base Chassis, approx. 2 mm from the lower part of the battery contact opening; approx. centered between the sides.

Diagram 1.0 Moon Pad Placement



Special Note:
New Design with Three Metal Fingers to GND Chassis

Diagram 2.0 New SIM Chassis Design

NOTE: Image shown is a V600 SIM Chassis and the Part Number is not valid!!



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Field Service Action

Customer Returns:

SHORT-TERM:

When servicing any GSM Triplets Product customer return with a customer complaint relating to Call Performance or Dropped Calls, check to make sure the Moon Pad is properly placed and is making direct contact with the PCB Shielding.

LONG-TERM:

When servicing any GSM Triplets Product customer return with a customer complaint relating Call Performance or Dropped Calls, check and replace the SIM Chassis with a part with the improved design.

Service Inventory:

SHORT-TERM:

Stock Inventory of the 2mm Moon Pad (3289229N02)

LONG-TERM:

Stock Inventory of the improved design SIM Chassis (Part Number TBD) for field replacement

Service Entry Codes

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

Global M-Claims Codes:

Customer Complaint Code: CPR00 – CPR07 (Voice Call)

Problem Found Code: CPR05 (Drops Calls)

REF Designator Code: SH (Shield)

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

EPPRS Codes:

Customer Fault Code: 59, 60 (Drops Calls)

Repair Code: 11 (Housing Known Design Issue)

Asia Codes:

Fault Code: 02 (Drops Calls)

Repair Code: 07 (Mechanical Repair)