



**MOTOROLA**  
*intelligence everywhere™*

Consumer Solutions & Support  
US Competency Center  
600 North US Highway 45  
Libertyville, Illinois 60048  
Website: gs.mot.com

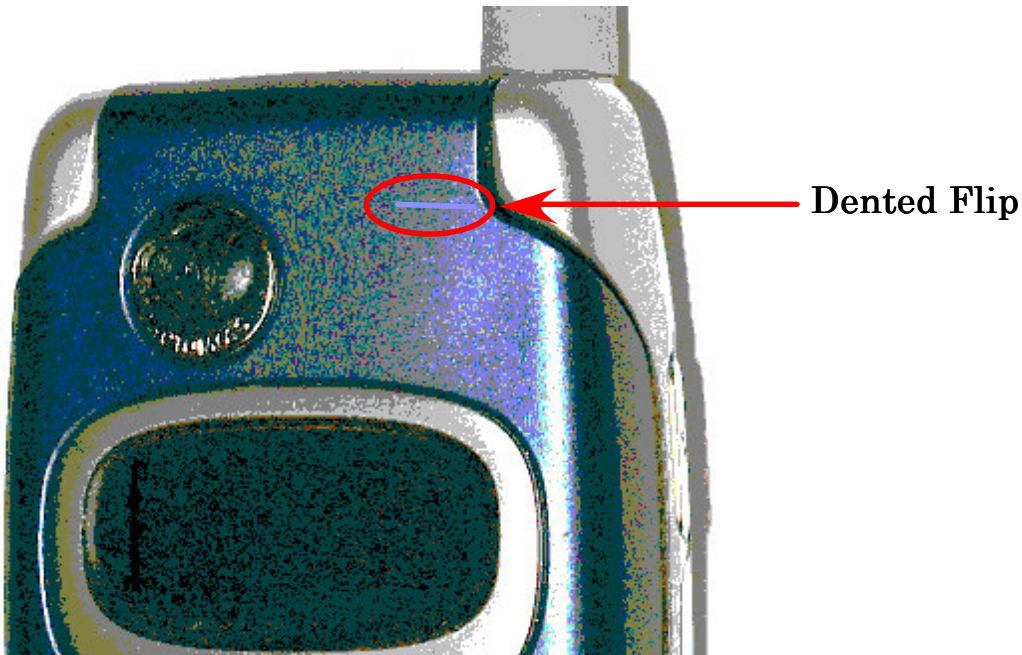
### **FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2003-97  
Author: Rajesh Verma  
Date: October 14th, 2003  
Total No. of Pages: 3  
Subject: **GSM V300 Flip Cover Dent**  
Model Affected: V300,  
Level of Repair: 2

---

#### **Problem**

Service has been made of an issue identified in ALT testing. Flip hyper extension testing has resulted in dents in the soft touch paint starting around 800 cycles against a 3500 cycle requirements. Specifically, test to failure information resulted in small dents forming at 800 cycles with further degradation to 3500 cycles. The dents are caused by the Flip Stop on the front housing.





**Root Cause:**

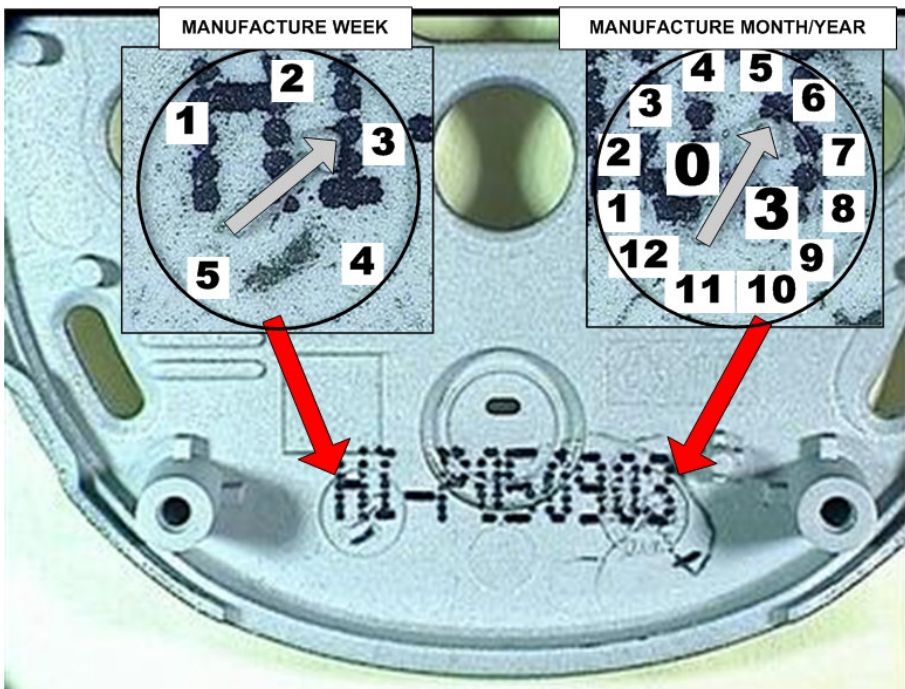
The dent in the flip cover is caused by Flip Stop deterioration in the front housing.

**Solution**

Development has redesigned Flip Stop with new material Santoprene, which is more durable than existing material Silicon. Existing stock will be used to support launch and once the improved parts are available the remaining older parts will be scrapped. It's a running change and cutover to new front housing with Santoprene Flip Stop is Nov 22, 2003.

**Field Service Action**

Any GSM V300 customer returns with complaint of dented flip should be replaced with new flip cover P/N 0188931N01 and front housing P/N 0189211N01. Use front housing P/N 0189211N01 made from existing material Silicon until front housing with new material Santoprene are available. Front housing manufactured on or prior to week 4 of Nov.2003 may cause this issue. Cutover to new material is target Nov 22, 2003. Picture below describe how to identify date code on front housing.



**Front Housing manufacturer date week 3, month 6 and year 03.**



**MOTOROLA**  
*intelligence everywhere™*

Consumer Solutions & Support  
US Competency Center  
600 North US Highway 45  
Libertyville, Illinois 60048  
Website: [gs.mot.com](http://gs.mot.com)

**Service Inventory:**

Please stock new flip cover P/N 0188931N01 and front housing P/N 0189211N01 for use on GSM V300.

**Service Entry Codes**

Please ensure that repairs of this type are logged on service database as follows

**EPPRS Codes**

Complaint Code: 33 – Paint wear on flip housing  
Root cause Code: 11 – Housing issue – Known design issue

**Global Codes:**

Customer Complaint : HFL02 – Housing flip / blade - dented  
Problem Found : HFL02 – Housing flip / blade - dented  
Reference Designator : Flip – Housing, Front – Housing Front  
Repair: RPT01 – Replace part defective