



MOTOROLA

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

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-158
Author: Tony Bryan
Date: June 02, 2005
Total No. of Pages: 2
Subject: GSM – Low/No Earpiece Audio
Model Affected: GSM V300, V303, V400, V500, V505, V525, V400p
V547, V551, V555, E550/V535, V550/V545
Level of Repair: 2

Problem

Service is aware of an issue, identified during MOL Analysis, on several GSM Mid-Tier products. Some units, returned with a customer complaint of “Low/No Earpiece Audio”, were found to have a poor connection between the audio hinge flex and the speaker elastomer/contacts. This failure mode is normally seen on units that have approximately 6-8 months of field exposure under a heavy use-case. The root cause of this issue is a degradation of the integrity of the elastomer to flex connection over time.

Solution

The product development team has identified a more robust design that replaces the elastomeric connection with gold spring contacts. Beginning in May 2005, the factory began the process of crossing over to the new design for all affected products listed above. The cross over schedule started with the GSM V330 and all future products launching after May 2005. The current shipping affected products will cross over as soon as possible to the new design, pending supplier ramp up and parts availability. The plan is to have the new design implemented in all affected products by August 2005.

The field will implement a proactive rework to implement the new design in all affected products returned through the Service Network. Initial part quantities of parts have been allocated to Service to support this rework.

Service Action

Customer Returns:

When servicing any affected GSM product customer returns with a Month of Ship (MOS) prior to September 2005, regardless of complaint, then perform the following rework procedure:



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Earpiece Audio Rework Procedure

Service Inventory:

Scrap all existing inventory of the 3987819M02 Elastomer
Stock sufficient inventory of the 3989791L03 Spring Contact and 0771469B01 Flex Stiffener to support the rework of the affected models' customer returns.

Call Center Action

When responding to GSM Product customer problem product inquires related to "Low/No Earpiece Audio", please direct customer to have their phone serviced per this FSB.

Service Entry Code

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

Global M-Claims Codes:

Customer Complaint Code: AUD01 (Audio – Earpiece, No), AUD02 (Audio- Earpiece, Low)

Problem Found Code: AUD01 (Audio – Earpiece, No), AUD02 (Audio- Earpiece, Low)

REF Designator Code: SPK (Speaker)

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

PRC E-Service Codes:

Problem Found Code: 1101 (Audio – Earpiece, No), AUD02 (Audio- Earpiece, Low)

Repair Code: 1310 (Replace Mechanical Part – CSB/FSB)