

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004 - 129
Author: Xu Changhong
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Total No. Of Pages: 3
Subject: **Citizen Polyphonic Speaker Issue**
Model Affected: **EZX A768**
Triplet GSM V300, V303, V500,V600, V400,V525
GSM C650 , GSM V80
Level of Repair: 3

Problem

During EZX (A768) MOL analysis no ring tone is highlighted as Top 2 issue in filed return of Apr and May, Most of these failures were found that Loudspeaker damaged with failure mode of open circuit. Supplier (Citizen) F/A report show root cause is the **failed forming shape** of the coil wire allows a strain concentration result in metal fatigue fracture. Figure 1 illustrate detailed failure mode.



Fig. 1

In addition, this issue also happened on C650 ,V80 and Triplet series products including V300, V303, V500,V600, V400 and V525.

Solution

From May 21 supplier (Citizen) have taken correction action in process.

1. Introduce the customized Jig in the coil wire forming process to reduce variation in the forming shape as much as possible (see Fig.2)

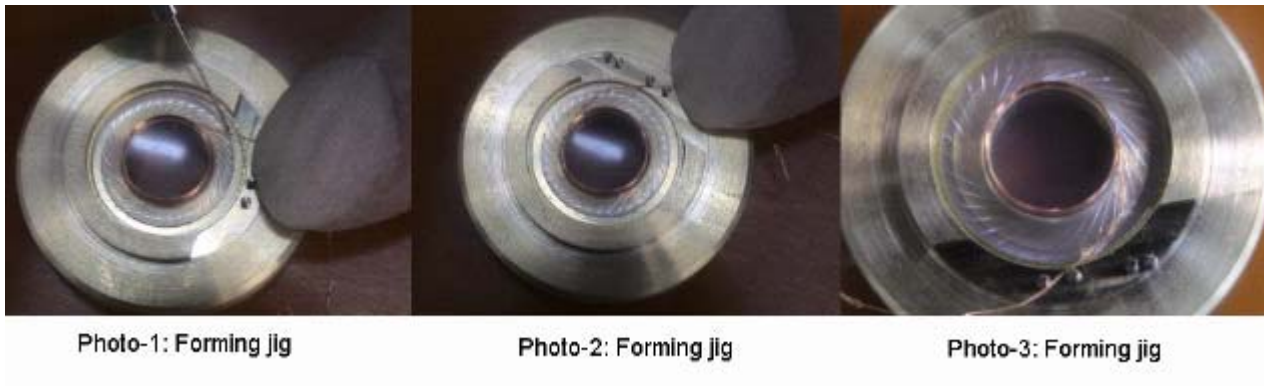
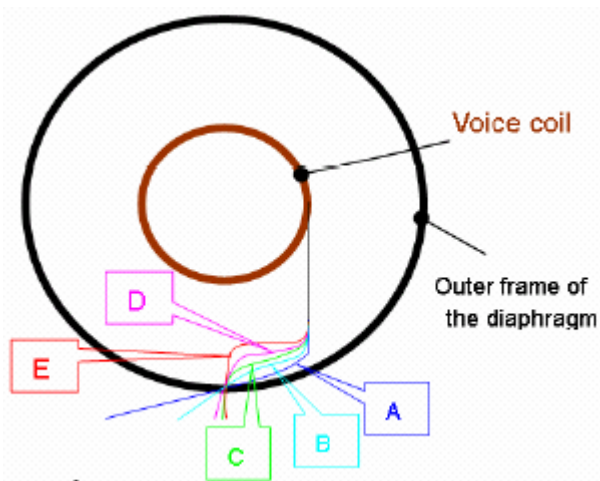


Fig. 2

2. Define the boundary sample of corrected coil forming shape as illustrated in Figure 3



The sample B will be accepted as boundary sample of the corrected forming shape.

Fig. 3

Field Service Action

Customer Returns:

If a phone (A768, C650, V80 and Triplet) is returned to Service Centre for repair with the Customer Complaint of "No ring tone / distorted ring tone" , please first measure if loudspeaker (Citizen) is damaged .If resistance value show open circuit or abnormal, please replace a good loudspeaker with **date code 420 or later**. Figure 4 show how to identify date code of citizen speaker. *If value is normal (8 ohm) , there might be other root cause happened on this phone and please send to Motorola for further analysis.*

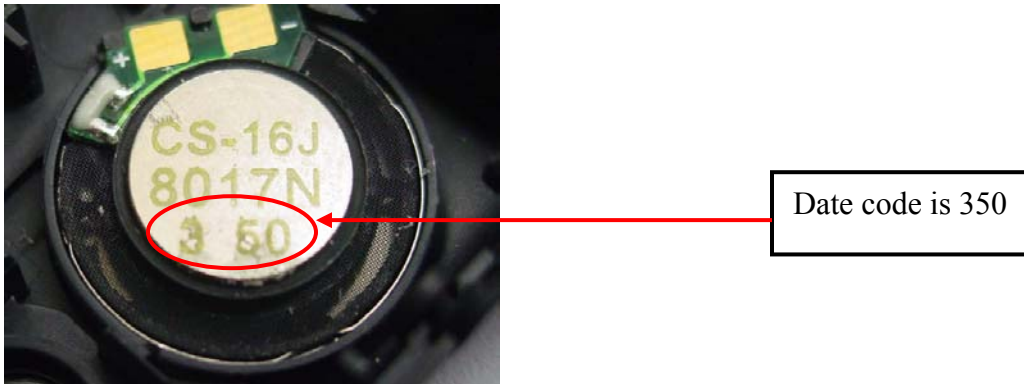


Fig. 4

Service Inventory

Screen existing stock of speaker **(P/N: 5088017N01)** and purge all parts before date code 420.

Call Center Action:

When a customer contact Motorola Call Center with complaint of " No ring tone / distorted ring tone" , please tell the customer to have the phone repaired per this FSB at an Authorized Motorola Service Center (TSSC or OTC).

Service Entry Code

EPPRS Code

Complaint Code: 50 – Ringer not working
Root Cause Code: 32 – Speaker defective

PRC E-Service Code

Complaint Code: 1001 – No ring tone
Root Cause Code: 1301 – Replace defective component