

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-42
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Total No. of Pages: 2
Subject: GSM Triplets – Keypad Backlight (SEND/END Keys)
Phone Models: GSM Triplets Refresh: E550, V535, V545, V550
GSM Triplets: V303, V400, V500, V505, V525
Level of Repair: 1

Problem

Service is aware of a customer perception issue, identified in the NPI Analysis of the GSM Triplets Refresh product. This issue affects all GSM Triplet Refresh and GSM Triplet products, built after September 2004, that use the 3888844Nxx Keypad. Some units, returned with customer complaints of “Main Keypad – No/Dim Backlight”, were analyzed to have no failure. However, it was noted that the backlighting on the END key is almost completely dim and if compared to a Triplet unit built prior September 2004 there is a difference in the End-Key brightness.

When the factory cut-over from white to blue LED's, for cost-reduction, there was a slight degradation in keypad backlight performance. Due to the keypad construction, this reduction in backlight intensity is most noticeable on the SEND and END keys.



Original – White LED's



New – Blue LED's

Solution

Factory Quality highlighted this concern during the initial test builds with the blue LED's. The concern was reviewed and a business decision was made to accept the slight reduction in backlight intensity on these two keys.

To help minimize the variation between keypads, CTE has instructed the keypad suppliers to check for variations in opacity of the SEND and END keys using a light table. If these keys start to become too light or too dark, the laser process is adjusted accordingly. This was implemented at the keypad suppliers in October, 2004.



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Field Service Action

Customer Returns:

When servicing affected GSM Triplets and Triplet Refresh customer returns, with customer complaints of “Main Keypad – No/Dim Backlight”, where there is no failure identified, then:

1. Inform the customer that is not a defect and is normal operation of the product’s keypad backlighting.

Call Center Action:

When responding to customer inquires on affected GSM Triplets and Triplet Refresh products, with customer complaints of “Main Keypad – No/Dim Backlight”, please use the information contained in this FSB to determine if the customer’s concern is related to this perception issue.

Service Entry Code

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

Global M-Claims Codes:

Customer Complaint Code: MKP05 (Main Keypad – No/Dim Backlight)

Problem Found Code: CND00 (Could Not Duplicate)

Reference Designator Code:

Repair Code: TAP00 (Handset – Tested and Passed)