MOTOROLA
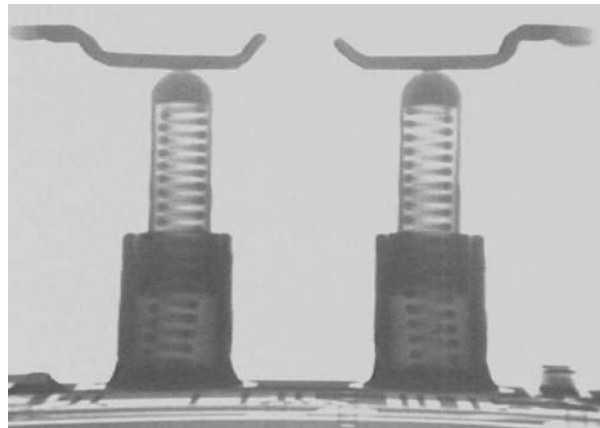*intelligence everywhere*™

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-52
Author: Tony Bryan
Date: March 21, 2005
Total No. of Pages: 3
Subject: GSM Intermittent Alert – Pogo-Pin Contact Force
Phone Models: GSM V547, V551, V555, E550/V535, V545/V550, V300,
                   V303, V400, V505, V500/V525
Level of Repair: 2

Problem

Service is aware of an issue, identified in the NPI Analysis of the GSM San2rini and Triplets Refresh products. Some units, returned with customer complaints of "Alert– Ringtone No" and other related complaints, were found to be caused by poor mechanical connection between the alert pogo-pins and the contacts of the polyphonic speaker. This failure mode is extremely intermittent and can be recovered and induced by flexing the rear housing in the area of the alert.
The root cause has been determined to be the lack of adequate spring force between the pogo pins and the alert contacts, at the actual measured working height of the pin. Pogo pin force vs. deflection measurements show that the tested units have at least 1 pin that has low contact force.
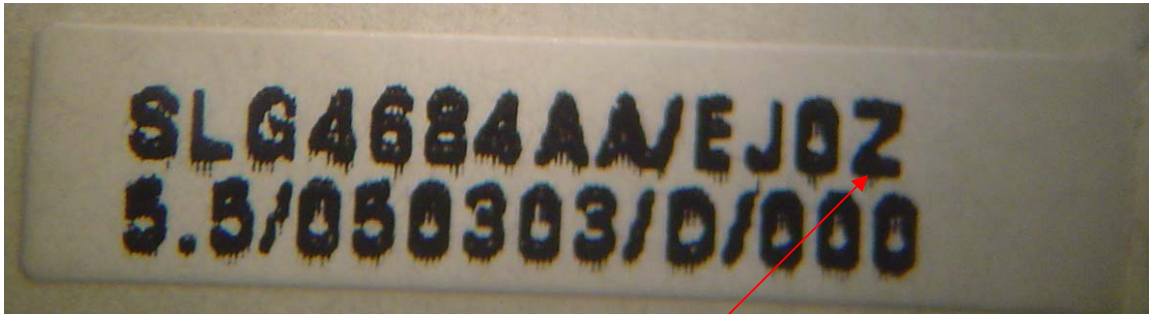
Solution

A re-design of the 3988194N01 pogo-pins was completed to increase the specification for contact force at the nominal pin working height by 30g (+/-10g).
New Pogo-Pin Part Number: 3988427Z01
Note: New design is identical in appearance to the original design
The factory cross-over to the new 3988427Z01 pogo-pin design was started, for the affected products listed above, on 3/14/2005. To assist in identification during the cross-over, the factories will add a marking to the current PCBA Label to indicate which pogo-pin was placed. See image below.

For all the PCBA soldered with new pogo pin 3988427Z01, a letter "Z" must be added on the label at the end of line 1,

Field Service Action

Customer Returns:
When servicing affected GSM customer returns, with customer complaints of "Alert– Ringtone No" and any other complaints related to audio through the polyphonic speaker, regardless if the complaint is confirmed or not, then:

1. Disassemble the housing and remove the PCBA.
2. Inspect the Factory PCBA Label to determine which pogo-pin has been placed. See image above.
    a. If the Factory PCBA Label indicates the new 3988427Z01 pogo-pin has already been placed, then proceed with normal troubleshooting techniques per the customer complaint.
3. Replace the 3988194N01 pogo-pin (J1260) with the new 3988427Z01 pogo-pin design.
4. Reassemble the unit and completely retest to ensure unit has been properly repaired.
    a. If the unit still exhibits failure symptoms, then proceed with normal troubleshooting techniques per the customer complaint.

Service Inventory:
Please stock the new 3988427Z01 pogo-pin for field replacement on the affected models listed above.
Remaining inventory of the original 3988194N01 pogo-pin can be used to depletion for field replacement, on any non-affected GSM products, using this part.

Call Center Action:

When responding to customer inquires on the affected products listed above, with customer complaints of "Alert– Ringtone No" and any other complaints related to audio through the polyphonic speaker, please direct the customer to have their phone serviced per this FSB.

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: ALT01 (Alert – Ringtone, No)
Problem Found Code: ALT01 (Alert – Ringtone, No)
Reference Designator Code: J (Connector)
Repair Code: RMP10 (Replace Mechanical Part - CSB/FSB)

PRC E-Service Codes:
Problem Found Code: 1001 (Alert – Ringtone, No)
Repair Code: 1310 (Replace Mechanical Part - CSB/FSB)