



MOTOROLA

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

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-227
Author: Tony Bryan
Date: August 01, 2005
Total No. of Pages: 3
Subject: GSM V600/V600R – Lazy Flip
Phone Models: GSM V600, V600i, V620
Level of Repair: 2

Problem

Service is aware of an issue, identified during field return analysis of the GSM V600/V600R product, where pressure applied to the flip at hyper-extend can result in the ‘Lazy Flip’ failure mode. See image below. The root cause is that the hinge cam, in the flip closed position, is not able to provide sufficient force to keep flip closed tight to the base. This allows the flip to open if phone is turned upside down. Severe cases, when used in an active use-case, may lead to customer returns for display flickering due to over cycling of the flip detect switch.



Fig. 1.0 - Flip falls away from base, creating a gap between the flip and base bumpers

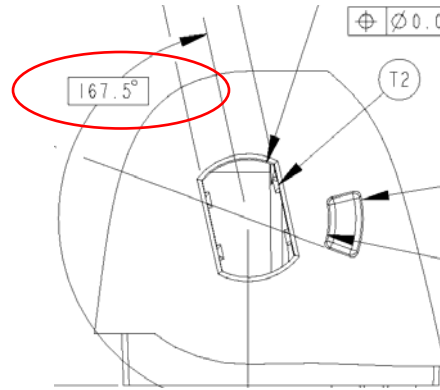
Solution

Adjust double D feature in right knuckle (P/N 1588188N01) to optimize hinge cam position.



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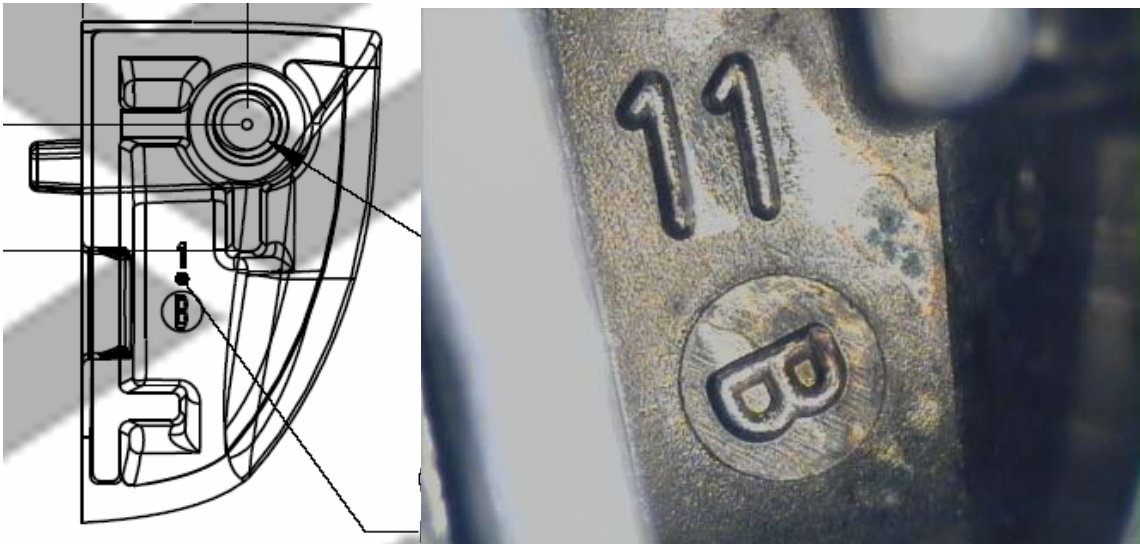
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Change to 177.5°

With the new knuckle, there is no gap between bumper and flip housing.

The old knuckle P/N is 1588188**N01**, **Rev B**. You can see the Rev mark on the knuckle as follows.



The new knuckle P/N is 1588188**N02**, **Rev C**. You can see the Rev mark at same location as that of Rev. B.

Factory cross over to the new 1588188N02 Rev C knuckle was completed WW21 of 2005.



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Field Service Action

Customer Returns:

When servicing GSM V600/V600R customer returns, with a Month of Ship (MOS) prior to June, 2005, where Service has determined that a knuckle replacement is required, then:

1. Replace the old 1588188N01 Rev. B knuckle with the new 1588188N02 Rev. C knuckle to prevent this failure mode.

Service Inventory:

Please purge existing inventory of the 1588188N01 Rev B knuckle and reorder the 1588188N02 Rev C knuckle for field replacement.

Call Center Action:

When responding to Problem Product customer inquires on the affected products listed above where the customer is indicating a concern with a loose flip, 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: HFL10 (Housing Flip/Blade – Loose)

Problem Found Code: HFL10 (Housing Flip/Blade – Loose)

Reference Designator Code: FLIP (Flip)

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

PRC E-Service Codes:

Problem Found Code: 6210 (Housing Flip/Blade – Loose)

Repair Code: 1210 (Replace Mechanical Part - CSB/FSB)