



**MOTOROLA**

Consumer Solutions & Support  
US Competency Center  
600 North US Highway 45  
Libertyville, Illinois 60048  
Website: [gs.mot.com](http://gs.mot.com)

## **FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2005-255  
Author: Tony Bryan  
Date: August 08, 2005  
Total No. of Pages: 2  
Subject: GSM V635 Fiji – Low/No Earpiece Audio  
Model Affected: GSM V635  
Level of Repair: 3

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### **Problem**

Service is aware of an issue, identified during NPI Analysis, on the GSM V635 Fiji product. 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. The current shipping affected products will cross over as soon as possible to the new design, pending supplier ramp up and parts availability. The field will implement a proactive rework to implement the new design in all affected products returned through the Service Network.

### **Service Action**

#### **Customer Returns:**

When servicing any affected GSM V635 Fiji customer returns, regardless of complaint, then perform the following rework procedure (posted at <http://ss.css.mot.com>)

### **[Earpiece Audio Rework Procedure](#)**

#### **Service Inventory:**

Scrap all existing inventory of the 3987819M02 Elastomer  
Stock sufficient inventory of the 3989791L03 Spring Contact to support the rework of the customer returns.



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**Call Center Action**

When responding to GSM V635 Fiji 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)