



Middle East & North Africa
Personal Communication Sector

Field Service Information

GSM V80_ Joystick Rubber Torn Issue

Our Reference: SI46_10_2004

Date: Oct 24, 2004

Pages (including this page): 5

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Classification:

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Date: Oct 24, 2004

Our Reference: SI46_10_2004

Product/System: V80

Subject: GSM V80_Joystick Rubber Torn Issue

FIELD SERVICE INFORMATION

Problem

When GSM V80 first launch in south Asia on May 2004, joystick broken issue was found affect all regions. Service has made aware of the issue.

Silicone Rubber Torn (From old 16 Cavity tool)

Joystick Cluster Failure Mode

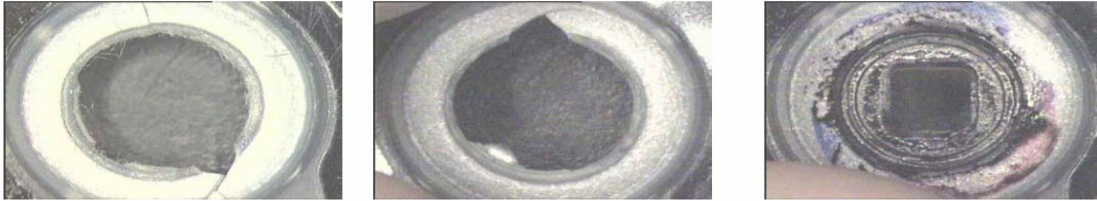


Received Field Return Samples (2 unit)

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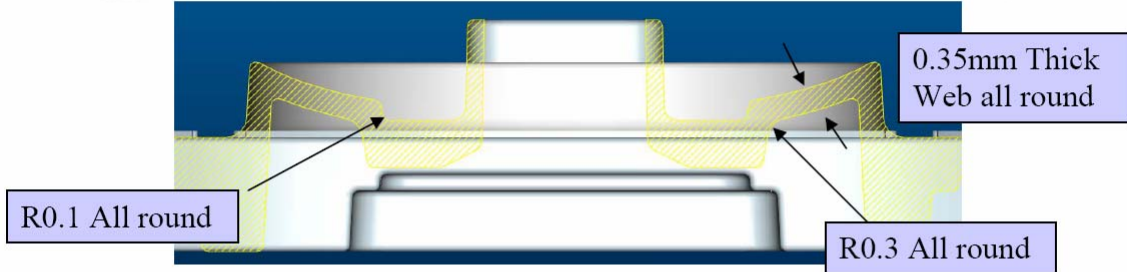
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Good part for comparison

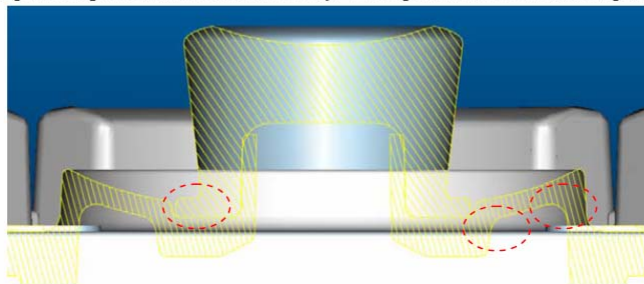
Root Cause

- Sharp edges without radius ~ radius in database are not added at actual part
- Rubber thickness uneven, thinning at edges
- Sharp corner at glue channel ~ 2 Field return torn at channel edge



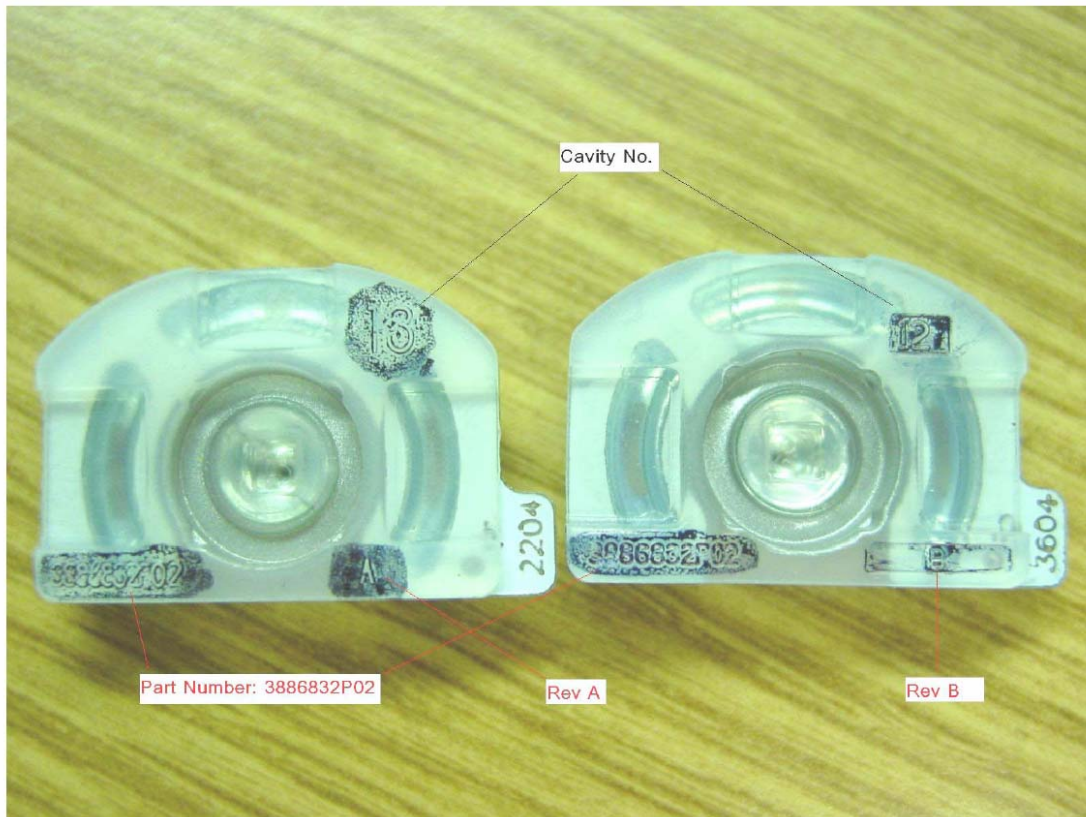
Solution

- Add Radius at all sharp corner
- Remove glue channel
- Characterize the pull test performance for each cavity. Set requirement for minimum pull force for future build





Design Center has issued new Rev B joystick come from new 16 extra cavity tooling. The part was qualified on Sep. 1st 2004. Below picture is the comparison between old joystick Rev A and new joystick Rev B.



Field Service Action:

Customer Returns:

If the joystick is determined to be faulty, replace the joystick with Rev B written on the joystick rubber surface you may see the capital letter "B". All mass production cross over to Rev B. Rev A should not be used anymore.

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Service Entry Code:

Global Service Code:

Customer Complaint:

MKP09 Main Keypad - Joystick

Reference Designator:

KYPD Key Pad

Repair:

RMP01 Replace Mechanical Part - Defective

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