

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004-93
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Subject: **V878 (TCH) Keypad Peel Off**
Model Affected: **V878 (TCH) GSM/DCS/PCS**
Level of Repair: 1

Problem

Some handsets have been returned with the customer complaint of “Keypad Peel Off “
The symptom is that paint peel off around ‘ok’ key.

Solution

This issue is a tooling design issue. New tooling, which is with 0.3mm round angle on the boundary of navigation key surface, has been finished. The new keypads have started to be provided. Data code is 050304-A or later. The part number of keypad is METCH07003C.



Paint Peel Off



Data code number

The meaning of date code: 050304-A This part was made on Mar 05 2004,



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Field Service Action

Customer Returns:

When V878 (TCH) handset returned to Service Center with the Customer Complaint of “Paint Peel Off” around ‘ok’ key, replace a new keypad (METCH07003C).

Service Inventory:

N/A

Call Centre Action:

When a customer contacts the Motorola Call Center, complains “Paint Peel Off” around ‘OK’ key on V878 (TCH), Communicate with the customer to replace a new keypad at Motorola approved service center

Service Entry Code

PRC E-service Code:

Complaint Code: 2103—Keypad paint peel off

Root Cause Code: 1303—Replace Part

EPPRS Code:

Complaint Code: 76—Keypad Faulty, Wear

Root Cause Code: 38—Keypad Itself Faulty