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

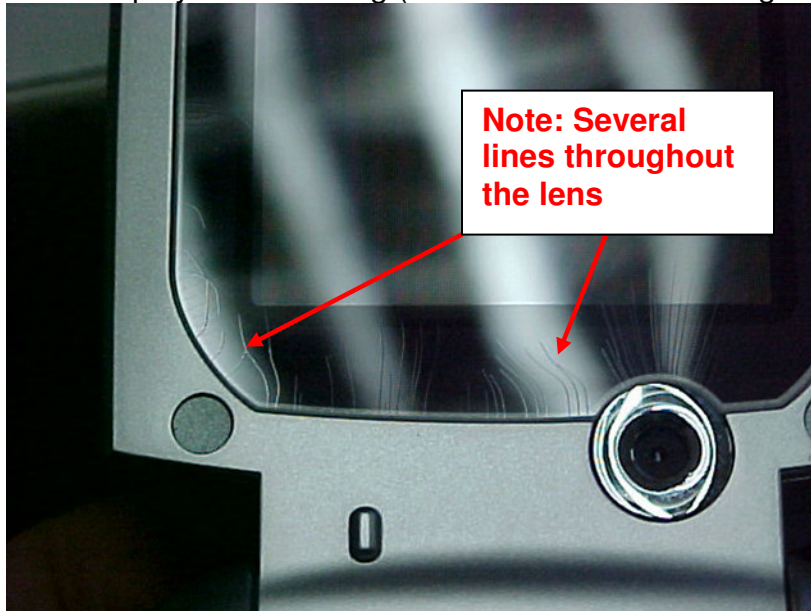
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-126
Author: Ross Karlen
Date: April 20, 2005
Total No. of Pages: 2
Subject: **3G V975 – Display Lens Crazing**
Phone Models: 3G V975's
Level of Repair: 2

Problem

Service is aware of an issue, highlighted by Development during internal testing. Some units were found to exhibit lens crazing within 1 hour of exposure to heat between 55° and 65° C (See Pic 1). Analysis revealed a process concern during the annealing stage at the supplier. Approx. the first 80,000 units shipped may be impacted by this symptom.

Pic 1 Display Lens Crazing (Note: Several lines throughout the lens)



Lens Part Number: 6188675Y01

Solution

Supplier changed their annealing process to resolve this issue.



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Service Action

Customer Returns:

When servicing V975 customer returns, with a month of ship (MOS) prior to April '05 (Anything with an F or prior in the sixth character of the MSN: Example D94XXEXXXX) and regardless of complaint, inspect Main Display Lens for the issue described above, then:

1. If Crazing is identified, follow normal repair procedure for Lens replacement.
2. Follow normal troubleshooting techniques to identify failure, per customer complaint.

Service Inventory:

N/A

Call Center Information

When responding to V975 Customer inquires related to Main Display Lens Crazing issue described above, 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 database as follows:

Global M-Claims Codes:

Customer Complaint Codes: DIM12 (Display Main – Lens Broken)

Problem Found Code: DIM12 (Display Main – Lens Broken)

REF Designator Code: N/A

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

Asia Codes:

Fault Code: 07 (Mechanical)

Repair Code: 07 (Mechanical Repair)

PRC E-Service Codes:

Problem Found Code: 3012 (Display Main – Lens Broken)

Repair Code: 1310 (Replace Mechanical Part – CSB/FSB)