



MOTOROLA UK
 REDWOOD
 CROCKFORD LANE
 CHINEHAM BUSINESS PARK
 CHINEHAM
 BASINGSTOKE
 UNITED KINGDOM RG24 8WQ

CSB-1013-2
 Country : UK
 Date : 2/2/2007
 APC : ALL
 Repair Level : 2

Title C168/C168i/W220 - GSM - No Vibrate
 Model Effected C168,C168i,W220

PROBLEM

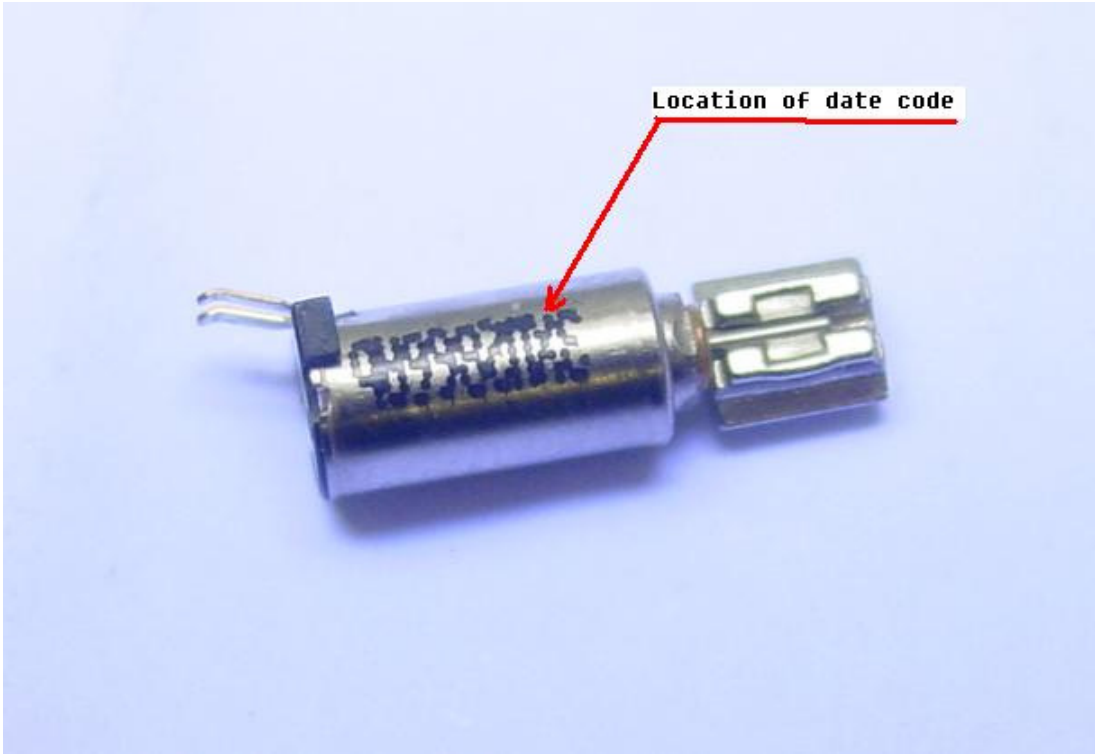
An issue was found in the C168/W220 MOL analysis process. The customer complained: "No vibrate". The root cause is vibrator can not work normal. The analysis revealed the Armature Deformed of vibrator. Vendor Panasonic is analyzing the cause of Armature Deformed.



Deformed Armature

SOLUTION

Armature deformation is due to the tape around the armature shrinkage. Action is to change the new tape from Jan 03, 2007. New vibrator date code is Jan/03'07 and with the mark of "Ba". For example, 3XU0317Ba.



FIELD SERVICE ACTION

Customer Returns:

When C168/C168i/W220 handsets returned to service center with the customer complaint of 'No vibrate', Please replace a new vibrator with the new data code.

Service Inventory:

For failure rate is not high, the inventory in service center can conduct running change.

CALL CENTER ACTION

When a customer contacts the Motorola Call Center, with the complaints of "No vibrate" on C168,C168i,W220, communicate the customer that their unit need be repaired at a Motorola Approved Service Center

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: ALT11 - Alert - Vibrator , no

Problem Found Code: ALT11 - Alert - Vibrator , no

Reference Designator:VIB - Vibrator

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

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-362
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