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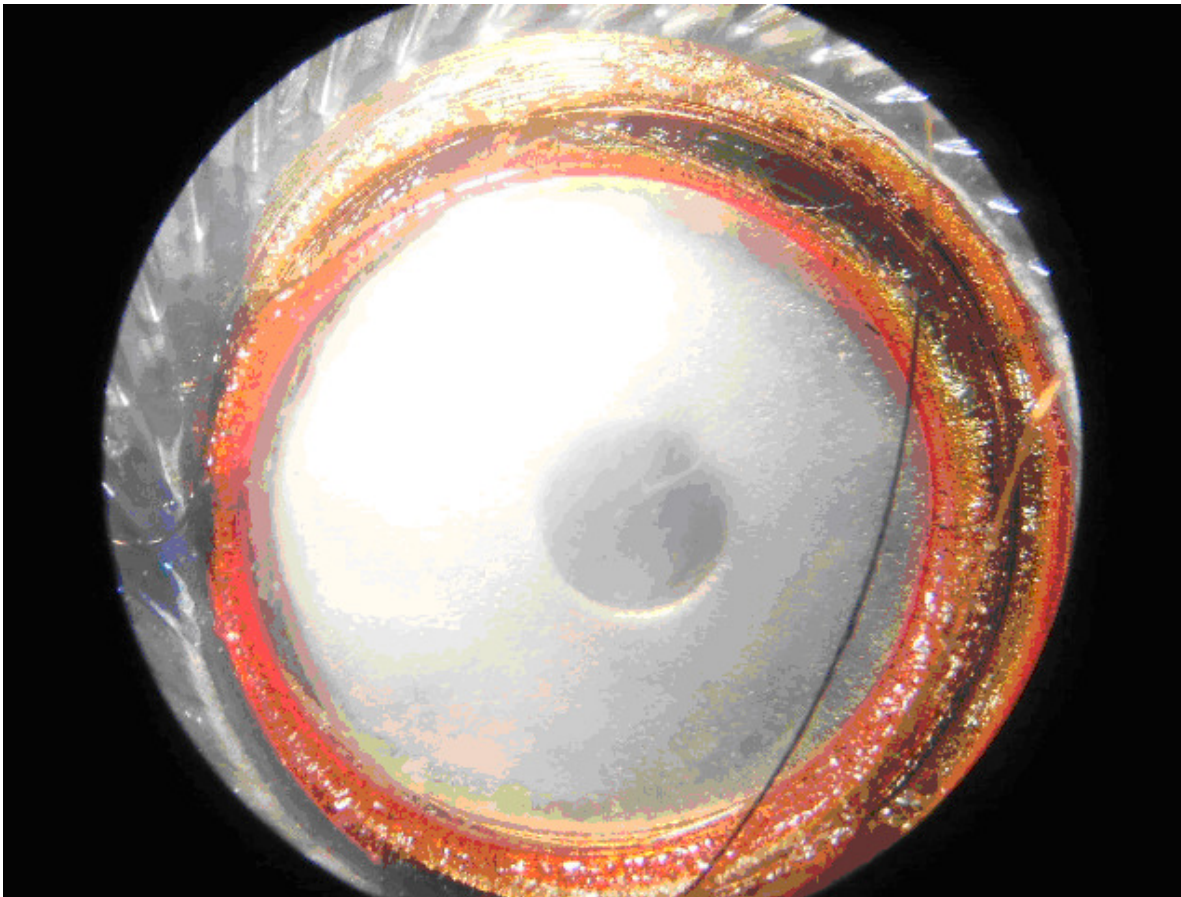
CSB-1357-2  
Country : UK  
Date : 6/20/2007  
APC : F77  
Repair Level : 2

Title  
Model Effected

C168/C168iW220 - GSM - No Alert due to Speaker damaged  
C168,C168i,W220

## PROBLEM

Service is aware of an issue identified during the W220 MOL analysis. Some units, returned with a customer complaint of 'Alert-Ring tone, No/Low/Distortion', were found the alert speaker coil scramble. Further analysis revealed that the gule around the wire thaw and cause scramble.



## SOLUTION

Vendor AAC replaced new wire of high temperature glue, and implemented from data code of 0717. Part number is MESCY61006A



### FIELD SERVICE ACTION

For W220 phones returned to Service Center with the customer complaint of 'Alert.Ring tone, No/Low/Distortion', please check if the speaker is failed.

If yes, then replace a new speaker.

If the speaker is good, please perform the normal troubleshooting.

### Service Inventory

Advise running change the inventory.

### CALL CENTER ACTION

User complaint of 'Alert, Ring Tone, No/Low/Distortion' on W220 and C168 may be caused by speaker failed. When a customer contact you with this complaint, then tekk the customer to bring the handset to Motorola Certified Service Center for repair.

### SERVICE ENTRY CODE

#### Global Service Codes

Complaint Code:      ALT01 - Alert - Ring tone , no  
                               ALT02 - Alert - Ring tone , low  
                               ALT03 - Alert - Ring tone , noise / distortion

Problem Found Code: ALT01 - Alert - Ring tone , no  
                               ALT02 - Alert - Ring tone , low  
                               ALT03 - Alert - Ring tone , noise / distortion

Reference Designator:AL - Alert

Repair Code:            REP01 - Replace Electrical Part - Defective

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If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2007-198  
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