

Short Service Book

Date: 2006-09-06 v1.2
MAG: C39
Service-chassis-name: AZ1816



Development-chassis-name: **CD Soundmachine**

Product-description + key features
 Playback Media: MP3-CD, CD, CD-R, CD-RW, MP3-CD, WMA-CD
 Disc Playback Modes:
 Fast Forward/Backward, Next/Previous Track Search, Repeat Play, Shuffle Play
 Loader Type: Top
 Programmable Tracks: 20
 With FM Antenna, USB host
 Dynamic Bass Boost Sound Enhancement
 Stereo Sound System with 2 x 1.0 W output power

Successor of: AZ1017

Complete new/derived: Derived

Own-designed product or OEM: OEM

Supplier/Development lab (BLC): CMT

Supplier/Production Center: CMT

Which regions are the customer: Europe, LATAM, APAC

Sales per region per CTN:	Model	Stk	First Shipment	FMS Qty	Total Qty
	AZ1816	/12	wk627	5k	15k
	AZ1816	/79	TBC	TBC	TBC
	AZ1816	/55	06Q4	TBC	TBC

Expected going-price:	Model	Stk	Region	Going Price	Currency
	AZ1816	/12	Europe	59	Euro
	AZ1816	/79	APAC	TBC	
	AZ1816	/55	LATAM	*42.14	USD

* net selling price, going price is TBC by region

Planning:
 PRS wk603
 CR wk627
 FMS wk627 (/12), wk639 (/79), 06Q4 (/55)

Service-offering:
Europe No Repair (CCB)
APAC Module Swap, Module Repair
LATAM Module Swap, Module Repair

Estimated CPI at PRS: Not applicable

Field-call rate breakdown: The FCR target is 1.55%

Key-components and technology	Service Spareparts	Philips 12NC
	BATTERY DOOR	994000005116
	5 FEET VDE APPROVED POWER CORD	994000005097
	ROD ANTENNA 2 SEC 420MM	994000002364

Expected serviceability rating: Not applicable

Standard-tools check: Not applicable

Extra-tools needed: Not applicable

Backcharging opportunities Yes

Key delta requirements: Not applicable

Service deliverables expected:
 Service BOM of accessory partlist for Europe
 Service BOM of module level for APAC and LATAM

Knowledge Transfer Ready on CCR

Special actions needed Not applicable

Changed opinions after PRS-date: Not applicable

PRODUCT FCR PREDICTION		REPORT NO : FCR Prediction for - AZ1816/12									
Rev		PRODUCT FCR PREDICTION									
2	Model No. : AZ1816/12	Description : CD: Sanyo DA11B3VF & Toshiba solution					REV	DATE	REV	DATE	Prepared by
	Dev. Centre : Commtech	Tape: NA					1	28-Aug-05			Eldex / David DZ Wang
Prodn. Centre : Commtech	Tuner: TA2111N					2	08-Feb-06				
Release Milestone : DR /CR											
		Model No.: AZ1816/12					Remark				
ITEM	Reference	Prediction		Delta	Uncertainty	Risk	Reference for actual FCR	Proposed Actions			
CD	0.40	0.38	24.5%	-0.02							
CD-drive	0.33	0.31	20.1%	-0.02	medium	medium	Last two years' data with 5% improvement.	CD lens dirty, will add rib in the CD tray compartment.			
CD-electronics	0.02	0.02	1.2%	0.00	low	low	Last two years' data with 5% improvement	improve defective electrical component/module during Reliability burn-in test.			
CD-mechanics	0.05	0.05	3.2%	0.00	low	low	Last two years' data with 5% improvement	control and improve mechanical alignment.			
Cass	0.06	0.00	0.0%	-0.06							
Cassette deck	0.04	0.00	0.0%	-0.04	low	low	Ref. Last two years' data	confirm cassette deck no Tape jammed issue.			
Cassette elect.	0.01	0.00	0.0%	-0.01	low	low	Ref. Last two years' data	confirm cassette's motor system reliability test ok.			
Cassette Mech.	0.02	0.00	0.0%	-0.02	low	low	Ref. Last two years' data	confirm cassette key assembly ok.			
Tuner	0.01	0.01	0.5%	0.00							
TUNER electronics	0.01	0.01	0.5%	0.00	low	low	Ref. Last two years' data				
TUNER mechanics	0.00	0.00	0.0%	0.00	low	low	Ref. Last two years' data				
COMPONENTS	0.55	0.24	15.6%	-0.30							
CD door switch (latch)	0.01	0.01	0.8%	0.00	low	low	Push bottom to open	confirm switching test ok.			
Resistor/capacitor/IC	0.06	0.06	3.6%	0.00	medium	medium	Ref. Last two years' data	strengthen IQC, etc. check and test, double confirm no problems.			
Woox	0.04	0.00	0.0%	-0.04			No Woox				
Remote control (NA)	0.02	0.00	0.0%	-0.02			Ref. Last two years' data				
Power system/transformer	0.04	0.04	2.3%	0.00	low	low	Low power product	confirm power/transformer ok, no mains failure & transformer hum and cable connecting problem.			
Speaker(s)	0.01	0.01	0.5%	0.00	low	low	Low power speakers: 1.2 x 2	need confirm acoustic and sound ok, no distortion.			
Source select switches / Keys	0.33	0.10	6.5%	-0.23	medium	medium	Part of them are new keys	Switching test, function check, confirm no problem.			
Antenna	0.02	0.02	1.3%	0.00	low	low	Ref. Last two years' data	Switching test. confirm no problem.			
Battery compartment	0.00	0.00	0.0%	0.00	low	low	Ref. Last two years' data				
PCBA	0.01	0.01	0.5%	0.00	low	low	Ref. Last two years' data				
Miscellaneous	0.01	0.00	0.0%	-0.01	low	low	Ref. Last two years' data	strengthen check and test.			
CONTROL / FRONT	0.00	0.00	0.0%	0.00							
Electronics (resonator.)	0.00	0.00	0.0%	0.00	low	low	Ref. Last two years' data				
Display (LCD)	0.00	0.00	0.0%	0.00	low	low	Ref. Last two years' data				
DESIGN / TECHNIQUE	0.00	0.02	1.3%	0.02							
Decode/CD / Playability	0.00	0.02	1.3%	0.02	low	low	Need to double confirm the burn in test	SW release/all related discs test, LCD display "ER" and rotate fast during playing sometime. need confirm ok.			
PROCESS	0.09	0.09	5.8%	0.00							
Assembly fault (incl. Interconnects)	0.04	0.04	2.6%	0.00	low	low	Ref. Last two years' data	As the compact structure, strengthen check and improve the workmanship.			
Dry solder joint / bad soldered	0.05	0.05	3.2%	0.00	low	low	Lead free process introduced	use one piece of full PCB, Continue to monitor & improve process.			
MISCELLANEOUS	0.96	0.81	52.3%	-0.15							
Fault not found / no fault found	0.96	0.31	20.0%	-0.65	medium	medium	Ref. Last two years' EU FNF percentage	QSG will be added. stress check and test, double confirm reliability test better.			
USB direct part	0.00	0.50	32.3%	0.50	Low	Low	Ref. Last two years' EU FNF percentage	strengthen verify INT and reliability test.			
TOTAL PREDICTED FCR (%)		2.1	1.55	100%	-0.52			VFM range: Year 2005 FCR Target - Europe:1.2%, Latam2.8%. FCR Target for 2006 Latam: Europe:1.08%, Latam:2.52%. (Updated in Dec. 2004)			
Signature and Name:											