

Short Service Book

Date: 2006-07-31 v1.1
MAG: C39
Service-chassis-name: AZ1836



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 AM / FM Antenna
 Stereo Sound System with 2x1.0 W output power

Successor of: Not applicable

Complete new/derived: NEW

Own-designed product or OEM: OEM

Supplier/Development lab (BLC): CMT

Supplier/Production Center: ARTS

Which regions are the customer: USA

Sales per region per CTN:	Model	Stk	First Shipment	FMS Qty	Total Qty
	AZ1836	/37	wk610	10k	60k

Expected going-price:	Model	Stk	Region	Going Price	Currency
	AZ1836	/37	USA	59	USD

Planning:
 PRS wk604
 CR wk609
 FMS wk610

Service-offering: **OCX / CCB**

Estimated CPI at PRS: Not applicable

Field-call rate breakdown: The FCR target is 4.58%



Key-components and technology	Service Spareparts	Philips 12NC
	AC CORD SET CUL APP 6FT	994000001688
	ROD ANTENNA 158-600MM	994000001687
	BATTERY DOOR	994000005091
	REMOTE CONTROL AZ1836	994000005092

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

Knowledge Transfer Ready on CCR

Special actions needed Not applicable

Change options AZ1836 PRS-date: Not applicable

Rev	PRODUCT FCR PREDICTION									
3	Model No. : AZ1836/37	Description :	CD/MP3: Sanyo DA11B3VF	REV	DATE		REV	DATE	Prepared by	
	Dev. Centre : Commtch	USB/Ripping: Motorola solution		1	15-Dec-05				Eldex / PN Jian	
	Prodn. Centre : ARTS	Tuner: Analog (Toshiba TA2111 or compatible IC)		2	09-Feb-06					
	Release Milesto : DR			3	13-Feb-06					

		Model No.: AZ1836/37							Remark	
ITEM	reference	Prediction	Target	Percentag	Delta	Uncertainty	Risk	Reference for actual FCR	Proposed Actions	
CD	0.400	0.380	0.380	8.1%	-0.020	medium	medium			
CD-drive	0.327	0.311	0.311	6.6%	-0.016	medium	medium	Last two years' data with 5% improvement	Burn in test	
CD-electronics	0.020	0.019	0.019	0.4%	-0.001	medium	medium	Last two years' data with 5% improvement	0 hour check and burn in test	
CD-mechanics	0.053	0.050	0.050	1.1%	-0.003	low	low	Last two years' data with 5% improvement		
Cass	0.061									
Cassette deck	0.036	0.000						No cassette		
Cassette elect.	0.008	0.000						No cassette		
Cassette Mech.	0.016	0.000						No cassette		
Tuner	0.008	0.008	0.008	0.2%	0.000	low	low			
TUNER electronics	0.008	0.008	0.008	0.2%	0.000	low	low	Ref. Last two years' data		
TUNER mechanics	0.000	0.000	0.000	0.0%	0.000	low	low	Ref. Last two years' data		
COMPONENTS	0.545	0.445	0.445	9.5%	-0.100	low	low			
CD door switch (latch)	0.012	0.012	0.012	0.3%	0.000	medium	low	Lift to open		
Resistor/capacitor/IC	0.057	0.057	0.057	1.2%	0.000	medium	medium	Ref. Last two years' data	No action	
Woox	0.040	0.000	0.000	0.0%	-0.040			No Woox		
Remote control	0.024	0.024	0.024	0.5%	0.000			RC distance test		
Power system/transformer	0.036	0.109	0.109	2.3%	0.073	low	low		Component release/Burn in test for transformer	
Speaker(s)	0.008	0.008	0.008	0.2%	0.000	low	low	Low power speakers: 1.0 x 2		
Source select switches / Keys	0.331	0.199	0.199	4.2%	-0.132	medium	medium	new mech. Part	Switching test	
Antenna	0.020	0.020	0.020	0.4%	0.000	low	low	Ref. Last two years' data	Old antenna used and will re-demonstrate switching test	
Battery compartment	0.000	0.000	0.000	0.0%	0.000	low	low	Ref. Last two years' data		
PCBA	0.008	0.008	0.008	0.2%	0.000	low	low	Ref. Last two years' data		
One of a kind failure (miscellaneous)	0.008	0.008	0.008	0.2%	0.000	low	low	Ref. Last two years' data		
CONTROL / FRONT	0.004	0.004	0.004	0.1%	0.000	low	low			
Electronics (uP, resonator)	0.000	0.000	0.000	0.0%	0.000	low	low	Ref. Last two years' data		
Display (LCD)	0.004	0.004	0.004	0.1%	0.000	low	low	Ref. Last two years' data		
DESIGN / TECHNIQUE	0.000	0.550	0.450	11.7%	0.550	medium	medium			
CD / Playability	0.000	0.050	0.050	1.1%	0.050	medium	medium	Low price MP3 system used, plan to drop to 0.2	SW release procedure/test case/ all related discs test	
Mode 1 UDF missing track	0.000	0.100	0.000	2.1%	0.100	medium	medium	Toshiba solution still did not solve this problem		
USB direct module/rel.	0.000	0.200	0.200	4.3%	0.200	medium	medium	Module 0.3%, Rel. 0.2% (Figure not committed by CMT as no historical data in CDSM applicator for ref. However, project team will work out to achieve the target.	SW release procedure/test case/ all related discs test	
CD ripping	0.000	0.200	0.200	4.3%	0.200	medium	medium	Module 0.3%, operation 0.2% (Figure not committed by CMT as no historical data in CDSM applicator for ref. However, project team will work out to achieve the target.	SW release procedure/test case/ all related discs test	
PROCESS	0.089	0.089	0.089	1.9%	0.000	low	low			
Assembly fault (incl. Interconnects)	0.040	0.040	0.040	0.9%	0.000	low	low	Ref. Last two years' data		
Dry solder joint / bad soldered	0.048	0.048	0.048	1.0%	0.000	Medium	Medium		Monitor the process to do improvement.	
MISCELLANEOUS	0.993	3.208	3.208	68.5%	2.214	Medium	medium			
Fault not found / no fault found	0.957	2.771	2.771	59.2%	1.814	Medium	medium	Ref. Last two years' USA FNF percentage		
Other /reason unknow	0.036	0.036	0.036	0.8%	0.000	low	low	Ref. Last two years' USA FNF percentage	QSG will be added	
USB related FNF	0.000	0.200	0.200	4.3%	0.200	Medium	medium		QSG will be added	
Ripping related FNF	0.000	0.200	0.200	4.3%	0.200	Medium	medium		QSG will be added	
TOTAL PREDICTED FCR (%)	2.1	4.68	4.58	100%	2.644			Year 2006 FCR Target - Europe:1.08%, USA:2.7%, AP:3.6%, Latam2.52% (Updated in Dec. 2004)		

PHILIPS PDCC
 Signature: OEM/ODM: Project: QA: