

# Short Service Book

**Date:** 2007-03-26 v1.2  
**MAG:** C39  
**Service-chassis-name:** AZ3068



**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  
 Number of decks: 1  
 Cassette Deck Technology: Mechanical  
 With FM Antenna, Auto digital tuning

**Successor of:** AZ3037

**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, Nafta, APAC

Sales per region per CTN:	Model	Stk	First Shipment	FMS Qty	Total Qty
	AZ3068	/12	wk627	10k	45k
	AZ3068	/37	wk720	4k	10k
	AZ3068	/61	wk720	1k	2k

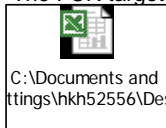
Expected going-price:	Model	Stk	Region	Going Price	Currency
	AZ3068	/12	Europe	99	Euro
	AZ3068	/37	Nafta	99	USD
	AZ3068	/61	APMEA	tbc	

**Planning:**  
 PRS wk603  
 CR wk625  
 FMS wk627 (/12) wk720 (/37, /61)

**Service-offering:** OCX / CCB for Europe & Nafta, simple service manual and SBOM for APAC

**Estimated CPI at PRS:** Not applicable

**Field-call rate breakdown:** The FCR target is 1.88%



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Key-components and technology	Service Spareparts	Philips 12NC
	BATTERY DOOR	994000001383
	5 FEET VDE APPROVED POWER CORD	994000005097
	ROD ANTENNA NC-2433 2 SEC	994000000167
	REMOTE CONTROL AZ3068	996500038777

**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:** at CR-4wk

**Knowledge Transfer** Ready on CCR

**Special actions needed** Not applicable

**Changed opinions after PRS-date:** Not applicable

**PRODUCT FCR PREDICTION**

3	<b>Model No. :</b> AZ3068/12 <b>Dev. Centre :</b> CMT <b>Prodn. Centre :</b> CMT <b>Release Mileston :</b> DR	<b>Description :</b> CD: Sanyo DA11 Tape: NA Tuner: ECO6	REV 1 2	DATE 18-Nov-05 24-May-06	REV DATE	Prepared by PN Jian / E Sien
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ITEM	Model No.: AZ3068/12							Reference for actual FCR	Remark	Proposed Actions
	AZ1310 FCR May 2004 EU	Prediction	Target	Pareto	Delta	Uncertainty	Risk			
<b>CD</b>	<b>0.400</b>	<b>0.400</b>	<b>0.400</b>	<b>21.2%</b>	<b>0.000</b>	<b>Medium</b>	<b>Medium</b>			
CD-drive	0.327	0.327	0.327	17.4%	0.000	Medium	Medium	Sanyo DA series CDM	Application test in AZ3068	
CD-electronics	0.020	0.020	0.020	1.1%	0.000	Medium	Medium	Cmusic	Application test in AZ3068	
CD-mechanics	0.053	0.053	0.053	2.8%	0.000	Medium	Medium	AZ3067 Mech. Part	Application test in AZ3068	
<b>Cass</b>	<b>0.061</b>			<b>0.0%</b>	<b>-0.061</b>	<b>Low</b>	<b>Low</b>	No cass		
Cassette deck	0.036	0.000	0.000	0.0%	-0.036	Medium	Low			
Cassette elect.	0.008	0.000	0.000	0.0%	-0.008	Low	Low			
Cassette Mech.	0.016	0.000	0.000	0.0%	-0.016	Low	Low			
<b>Tuner</b>	<b>0.008</b>	<b>0.058</b>	<b>0.058</b>	<b>3.1%</b>	<b>0.050</b>	<b>Low</b>	<b>Low</b>			
TUNER electronics	0.008	0.058	0.058	3.1%	0.050	Low	Low	Digital tuner, FCR higher than analogue tuner	SW mature test in CVT	
TUNER mechanics	0.000	0.000	0.000	0.0%	0.000	Low	Low	Base on the actual figure from field.		
<b>COMPONENTS</b>	<b>0.545</b>	<b>0.306</b>	<b>0.306</b>	<b>16.2%</b>	<b>-0.239</b>	<b>Low</b>	<b>Low</b>			
CD door switch	0.012	0.012	0.012	0.6%	0.000	High	Medium			
Resistor / capacitor/ IC	0.057	0.057	0.057	3.0%	0.000	Medium	Low			
Woox	0.040	0.000	0.000	0.0%	-0.040	NA	NA			
Remote control	0.024	0.024	0.024	1.3%	0.000	Low	Low	AZ3067 old RC will be used	RC function / distance test	
Power system/transformer	0.036	0.036	0.036	1.9%	0.000	Low	Low	Base on the actual figure from field.		
Speaker's)	0.008	0.008	0.008	0.4%	0.000	Low	Low	Base on the actual figure from field.		
Source select switches / Keys	0.331	0.132	0.132	7.0%	-0.199	Low	Medium	AZ3067 old Mech. Part used	Switching test done	
Antenna	0.020	0.020	0.020	1.1%	0.000	Low	Low	AZ3067 old Mech. Part used	Switching test done	
Battery compartment	0.000	0.000	0.000	0.0%	0.000	Low	Low			
PCBA	0.008	0.008	0.008	0.4%	0.000	Low	Low	Base on the actual figure from field.		
One of a kind failure (miscellaneous)	0.008	0.008	0.008	0.4%	0.000	Low	Low			
<b>CONTROL / FRONT</b>	<b>0.004</b>	<b>0.004</b>	<b>0.004</b>	<b>0.2%</b>	<b>0.000</b>	<b>Low</b>	<b>Low</b>			
Electronics (uP, resonator)	0.000	0.000	0.000	0.0%	0.000	Low	Low			
Display (LCD)	0.004	0.004	0.004	0.2%	0.000	Low	Low			
<b>DESIGN / TECHNIQUE</b>	<b>0.000</b>	<b>0.200</b>	<b>0.200</b>	<b>10.6%</b>	<b>0.200</b>	<b>High</b>	<b>High</b>			
Software ( Cmusic )	0.000	0.200	0.200	10.6%	0.200	High	High	New solution: Cmusic	Test case / SW mature test in CVT / burn in test done, result of	
<b>PROCESS</b>	<b>0.089</b>	<b>0.137</b>	<b>0.137</b>	<b>7.3%</b>	<b>0.048</b>	<b>Low</b>	<b>Low</b>			
Assembly fault (incl. Interconnects)	0.040	0.070	0.070	3.7%	0.030	Low	Low	Base on the actual figure from field.		
Dry solder joint / bad soldered	0.048	0.066	0.066	3.5%	0.018	Low	Low	Base on the actual figure from field.		
<b>MISCELLANEOUS</b>	<b>0.993</b>	<b>0.779</b>	<b>0.779</b>	<b>41.3%</b>	<b>-0.215</b>	<b>Medium</b>	<b>medium</b>			
Fault not found / no fault found	0.957	0.757	0.757	40.2%	-0.200	High	medium	Ref. Last two years' EU FNF percentage	Quick start guide sheel to be added	
Other /reason unknown	0.036	0.022	0.022	1.2%	-0.015	Medium	Low	Ref. Last two years' EU FNF percentage	Quick start guide sheel added	
<b>TOTAL PREDICTED FCR (%)</b>	<b>2.10</b>	<b>1.88</b>	<b>1.88</b>	<b>100%</b>	<b>-0.216</b>			<b>Year 2006 FCR Target - Europe:1.08%, USA:2.7%, AP:3.6%, Latam2.52% (Updated in Dec. 2004)</b>		

<b>Signature:</b>	<b>OEM/ODM:</b> Date:	<b>Project:</b> Date:	<b>QA:</b> Date:
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