



7100 Technology Drive  
West Melbourne, FL 32904  
1-800-422-6281

# Service Bulletin

BKSB-1003A  
Issue Date 08-15-01

## UPDATE TO BKSB-1003. ISSUED 8-2000

**Issue:** Possible GPH communication failure.

**Affected Models:** GPH Alphanumeric models serial number approximately 0101001 to 0109099.

**NOTE: Models with LZA0536 (Enhanced Keyboard Display) will not be affected.**

**Recommended Action:** As required, install modification as detailed below.

### Description:

Due to a change in supplier of Q3 and Q4 on GPH Alphanumeric keyboards, R11 and R12 of the keyboard must be specific values to match the manufacturer. If R11 and R12 are the incorrect value the GPH may realize a communication failure between the keyboard and the core processor. This condition could result in the GPH "locking up". By cycling power the GPH will resume normal operation.

Should a radio display this condition check the value of R11 and R12 as detailed in Figure 3 and perform the following procedure as required.

### Parts and Equipment Requirements:

- 1 - Low wattage soldering iron suitable for surface mount repair.
- 1 - Phillips head screwdriver; #0 tip.

#### **For Units with Q3 and Q4 marked 3A:**

- 1 - Surface Mount 33K Ohm Resistor (PN 4718-50237-398) R11
- 1 - Surface Mount 51.1K Ohm Resistor (PN 4718-50317-198) R12

#### **For Units with Q3 and Q4 marked M3A:**

- 1 - Surface Mount 51.1K Ohm Resistor (PN 4718-50317-198) R11
- 1 - Surface Mount 100K Ohm Resistor (PN 4718-50237-322) R12

**Procedure:**

1. Turn off radio and remove battery.
2. Disassemble radio.
  - a) Remove 4 screws from rear cover of radio.
  - b) Pull front radio assembly straight out.
  - c) Gently slide white connector clip up and disconnect flex circuit from options board.
  - d) Remove five screws from options board and disconnect from keyboard. (Fig.2)
3. On the keyboard, check the markings on Q3 and Q4.

NOTE: Q3 and Q4 must have the same markings

**If the markings on Q3 and Q4 are 3A**

R11 should be marked 333  
R12 should be marked 5112

**If the markings on Q3 and Q4 are M3A**

R11 should be marked 5112  
R12 should be marked 104

4. Replace R11 and R12 as necessary.

**For Units with Q3 and Q4 marked 3A:**

R11 - Surface Mount 33K Ohm Resistor (PN 4718-50237-398)  
R12 - Surface Mount 51.1K Ohm Resistor (PN 4718-50317-198)

**For Units with Q3 and Q4 marked M3A:**

R11 - Surface Mount 51.1K Ohm Resistor (PN 4718-50317-198)  
R12 - Surface Mount 100K Ohm Resistor (PN 4718-50237-322)

5. Reassemble Radio.

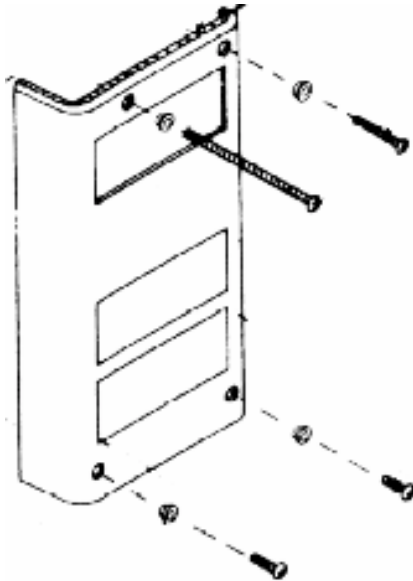


Figure 1

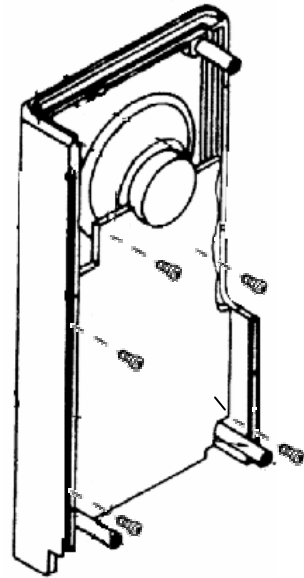
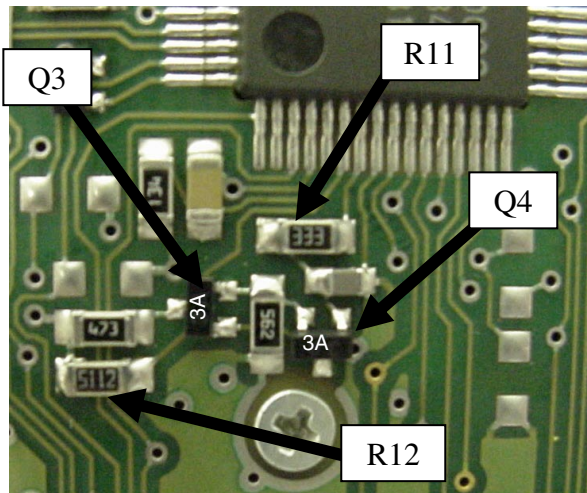
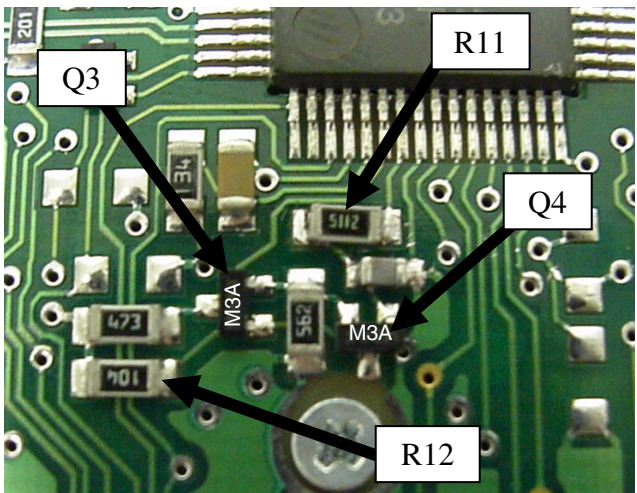


Figure 2



3A Setup  
(Fairchild)



M3A Setup  
(Motorola)

Figure 3