



**Service information**

**Reference no.: SDA\_85254**

**Symptom**

There is a return from a end user complaining that the Philips Sonicare sonic toothbrush produce loud irritating noise when it is turned ON.

**Cure**

This is the second highest failure mode on Flexcare (HX69\*\*) and Healthy White (HX67\*\*) products. Expected FCR is ~1.5%. Root cause is the loosening or backing out of the screw that attaches the metal shaft to the internal drive train assembly. Process change to correct released January 2011, full implementation expected end of Feb 2011 on internal Drivetrain level. Expected effectiveness on handle level to start with date codes in April 2011 (110401).

Returns will continue to be monitored for effectiveness of this improvement.