



Service information

Reference no.: SDA_85255

Symptom

When the unit is turned On, there is no or very little vibration observed.

Cure

This failure mode, Broken Spring Magnet Side, is the largest single failure mode for Flexcare products (HX69**) ~2.5% FCR. Also may effect Healthy White product (HX67**) and too much lesser extent Sonicare for Kids (HX63**).

A design change to the internal spring (invisible to end consumer), , was made on drivetrains made starting in June 2010 (internal date code 010610****). Implementation in handle is a soft transition and variable by market and product, but was complete a few months later.

This design change is expected to greatly reduce, but not completely eliminate, this failure mode completely.

Returns from all markets are currently being monitored to confirm effectiveness of change.