

FIELD SERVICE BULLETIN

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Subject: **GSM EZX (A760) LCD Bright Dot Inspection Standard**
Model Affected: **EZX (A760) GSM/DCS**
Level of Repair:

Problem

Currently , more and more EZX phones were returned with complaint of " bright dot" , after tested in BJ R&D , find it's within spec, belong to NTF. In order to control such returns again later in the field , we worked out a inspection standard with BJ R&D and TJ factory regarding bright dot issue. This bulletin is to provide a LCD dot inspection standard complied with Motorola specification of EZX LCD module. (Motorola Memo 133672)

1. Electrical Defect

All LCD modules will be 100% checked for visual defects caused by electrical failures (" dots stuck on or off "). The number of such defects allowed on any given display will be as follows

Visual Defects	Allowed
Bright Dots or Dark Dots	Shall be 1 or less
Dark or Bright Lines	0

2. Cosmetic Defect

The cosmetic requirement of the entire display module viewing area with transparent touch panel and front light needs to meet:



Circular			
Average Diameter		Minimum Distance	Maximum Quantity
D (mm)		(mm)	
0.25 < D			0
0.2 < D <=0.25			2
0.12 < D <= 0.2		10	3
D <= 0.12			Ignore
Linear			
Width	Length		
W (min)	L (min)		
0.05 < W			0
0.03 < W <=0.05	2.0 < L		2
	1.5 < L <=2.0		4
	L <=1.5	10	5

For cosmetic defect checking , inspector can adjudge by eye observation based on experience. If still unsure according to experience, please compared to the sample with cosmetic defect , then draw a conclusion.

Field Service Action

Customer Returns:

If a EZX phone is returned to Service Centre for repair with the Customer Complaint of "LCD bright dot " , please follow the above standard to check if phone's within spec.

Service Inventory

N/A

Call Center Action:

N/A

Service Entry Code

EPPRS Code

Complaint Code:

Root Cause Code:

PRC E-Service Code

Complaint Code:

Root Cause Code:



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