

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004 - 211
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Total No. Of Pages: 3
Subject: **GSM EZX (A780) Keypad no function due to G-Flex broken**
Model Affected: **EZX (A780) Quad Band**
Level of Repair:

Problem

During the A780 NPI analysis the "Keypad no function" is highlighted as the Top #1 issue which accounts for 10% of Octobers field returns. Supplier FA report show that the "**(G-) flex cable broken**" resulted in the keypad no function.

Figures 1 & 2 illustrate the detailed failure mode. There is a narrow slot at the junction area of that is between the hole and the nearby circuit. This is a supplier process issue.

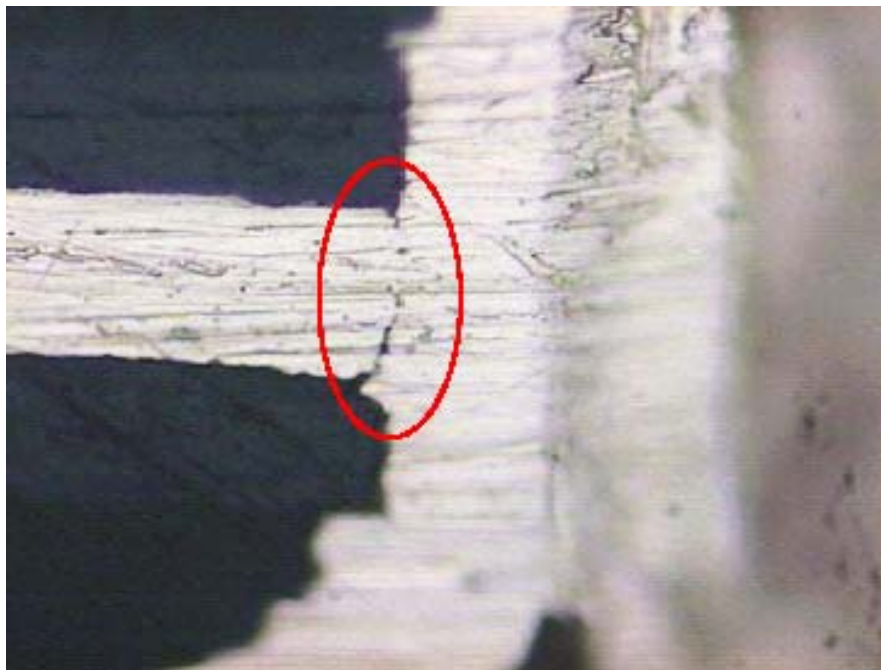


Fig. 1



Slot can be seen obviously
under 500X magnification.

Fig.2

Solution

Supplier (Gflex and TOEC) detected the above problem and took below corrective action .

1. All the old date code parts (before 4004) should be scrapped in Gflex
2. In the Gflex new process the PTH is adopted for the new date code parts building instead of the old process (shadow)
3. Old assembled parts were purged in TOEC at the end of Sep. From wk42, TOEC started using the parts with **new date code 4004**

Field Service Action

Customer Returns:

If a A780 phone is returned to a Service Centre for repair with the Customer Complaint of "keypad no function " , please first verify that the symptom is only related to the keypad and is not related to the touch screen, then replace a new flip part with **new date code 4004** or later.



If the symptom still exist after you have replaced with a new flip, then there may be some other root cause that happened on this failed phone, please follow normal troubleshooting procedure on this failed phone or send phone to Motorola for further analysis.

Service Inventory

N/A

Call Center Action:

When a customer contacts the Motorola Call Center with a complaint of "Keypad no function", please tell the customer to have the phone repaired, per this FSB, at an Authorized Motorola Service Center (TSSC or OTC).

Service Entry Code

Global M-Claim Code

Customer Complaint Code
Problem Found Code:
Repair Code:

MKP01 -- Main keypad-no function
MKP01 – Main keypad-no function
RMP01 – Replace MECH Part – Per FSB

PRC E-Service Code

Complaint Code:
Root Cause Code:

2101 – Keypad no function
1301 – Replace defective component