Motorola

Middle East & North Africa
Personal Communication Sector

Field Service Information

3G Talon Integrated A835 Front Housing / Keypad

Our Reference: SI18_3_2004

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Product/System: 3G A835

Subject: **3G Talon Integrated A835 Front Housing / Keypad**

FIELD SERVICE INFORMATION

Problem:

Service is aware of an issue, identified by the Service Centers on A835. Some units, during front housing / keypad disassembly, are having issues damaging the EL bonds. When disassembling the housing the keypad adhesive can pull the EL up off the flex assembly causing damage to the bond. Analysis revealed the problem to be the disassembly process.

Solution:

This FSB will show disassembly without damaging the EL bond.

Service Action:

Customer Returns:

When servicing A835 customer return requiring the Disassembly of the front housing:

1. When removing the front housing on the A835, the screw bosses must clear the keypad or possible damage could occur to the EL bond and other assembled parts. In the picture below the two red arrows show the screw bosses, which need to clear the keypad during the disassembly process.

2. The First step is to flex the right hand side of the housing. The red area below shows where the screw boss is that needs to clear the keypad during disassembly.

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Motorola Internal Information
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3. Secure the unit with your left hand by firmly pressing down on the keypad and holding the rear of the unit. With your right thumb, expand the right side of the housing by pulling your thumb in the direction of the red arrow. Once the screw boss is clear, lift the right hand side of the housing using your thumb and index finger around the keypad.

4. Once the right side of the housing   is apart, use your right hand to secure the unit. Flex the left side of the housing using your left thumb as show by the red arrow. Once the screw boss is clear of the keypad, lift housing off the unit.

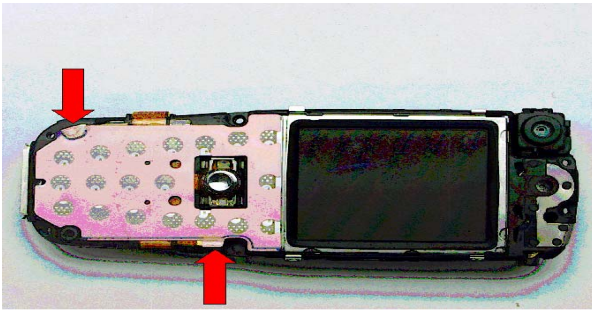5. Once the screw boss is clear of the keypad, lift the housing off the unit as show below.

6. Once the plastic front housing has been disassembled, the keypad will have to be removed. The picture below shows the two points where the EL bond's are located. It is critical not to damage the EL bond during keypad removal or the keypad backlighting will not work.
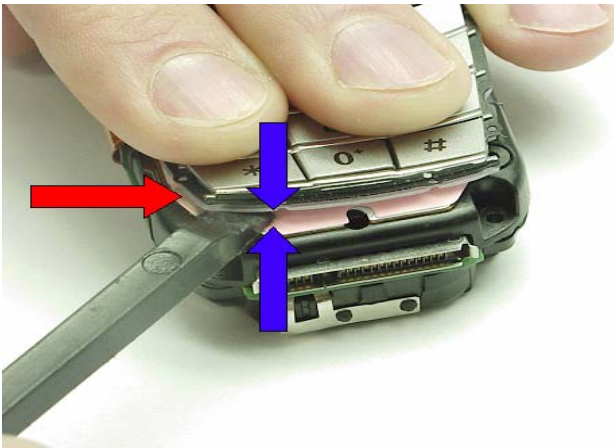
7. Using a plastic disassembly tool, carefully insert the tool between the keypad and the EL backlighting. Notice the EL backlighting is pink in color and the mylar is brown with white dots. **DO NOT** insert between the EL backlighting and the mylar, this will result in damage to the EL bond. Below you will see where to begin the removal of the keypad. The blue arrows show the keypad and the EL backlighting where the plastic disassembly tool should be inserted. The red arrow shows where the EL bond is located (Remember, this we do not want to damage.)


8. Carefully continue to insert the plastic disassembly tool to break the adhesive bond between the keypad and the EL backlighting as shown in the following pictures. Do not tear off the keypad at anytime. Continue to use the plastic disassembly tool to lift the keypad off.
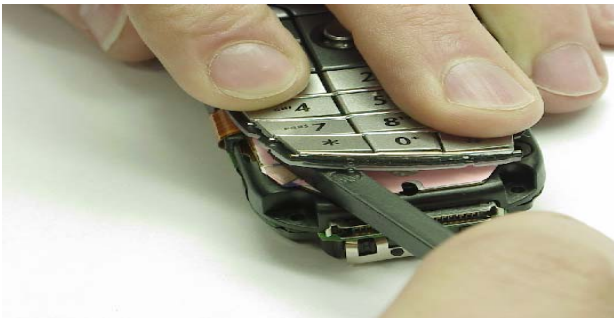
9. As you continue to insert the plastic disassembly tool down the right side of the phone as shown below, be careful not to damage the second EL bond. The red arrow shows the location of the EL bond.
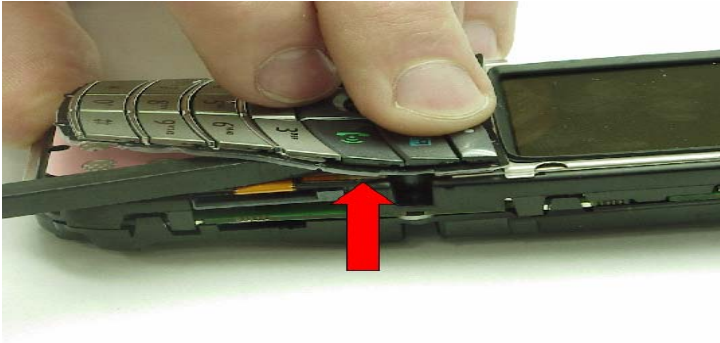
10. Continue to insert plastic disassembly tool until keypad is no longer adhered to the EL back lighting.

Service Entry Code
Instructional document