

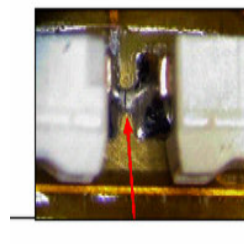
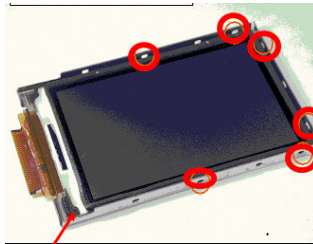


FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2003-74
Author: Dale Jenkins
Date: Sep 11 2003
Total No. of Pages: 2
Subject: **Paragon Toshiba M01 Display issues:
Touch screen crack, No Display LED and Display Screen
Crack**
Model Affected: A920
Level of Repair: 3, and 4

Problem

Suboptimal display assemblies (part # 7287954M01) used in first 27,000 Paragon A920s. Subject to lens cracking when dropped from 5 Feet or higher.



Solution

Replace cracked 7287954M01 display assemblies with new 7287954M05 display assemblies with better impact performance.

Field Service Action

Customer Returns: Cracked Display Assemblies

When servicing an A920 with a cracked display assembly (main or touch) ensure that the replacement part is an 7287954M05 display assembly.

Service Inventory:

Please ensure that only 7287954M05 display assemblies are available to service centers.

Service Entry Code

Please ensure that repairs of this type are logged on the Service database as follows:



MOTOROLA
intelligence everywhere™

**Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com**

Complaint Code: DIM12 Display Main- Lens Broken
DIM04 Display Main- Broken
DIM08 Display Main- No Backlight

Repair Code: RPT07 Replace Part – Broken/Cracked