



**FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2005-130  
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Total No. of Pages: 3  
Subject: GSM C115 Power Down When Pressing Navigation Keys  
Model Affected: C115/116  
Level of Repair: 2, 3, 4

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**Problem**

Service is aware of an issue, identified from the field, on GSM C115/116. Some units returned with a customer complaint of “Power down” when the Navigation keys and display bezel is pressed simultaneously as shown in Fig 1 below. Capacitors on the PCB can short the RF shield when this occurs. These capacitors are identified in Figure 2. Customer will have to remove then reinsert the battery again to turn the unit back on.



Fig: 1

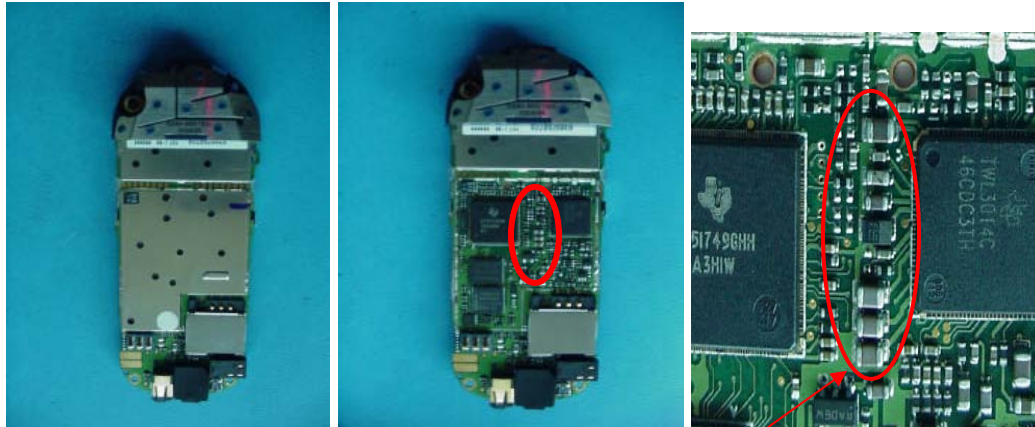


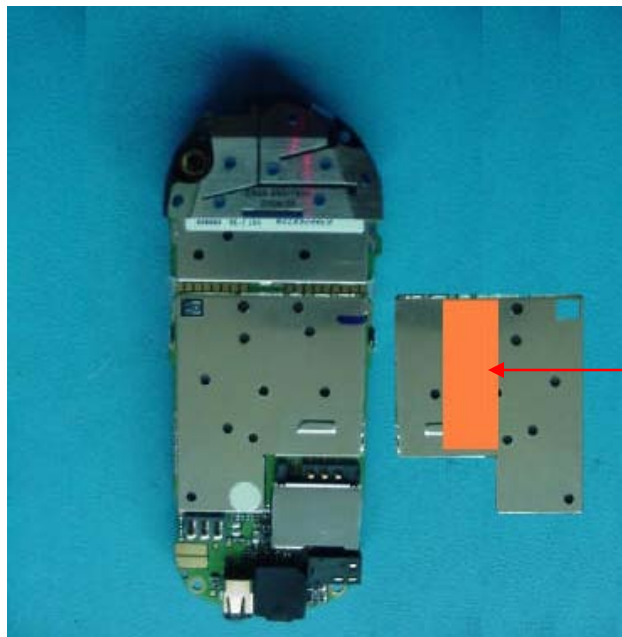
Fig: 2

These capacitors may short to shield when Navigation keys are pressed.

**Solution**

Short Term:

Factory implemented a Work Instruction to place a Kapton tape on the RF shield above the capacitors to act as an insulator. See Fig 3.0 below where Kapton tape is placed.



Apply Kapton Tape here as Insulator

Fig: 3



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Long Term:  
ODM design team is working on a hardware change.

### **Field Service Action**

#### **Customer Returns:**

When servicing affected models of C115/116 customer returns with Customer Complaints, relating to Power Down issues, then:

1. Press the Navigation keys and display bezel as shown in Fig 1 above to verify the customer complaint.
2. If unit powers down, remove and reinsert the battery to turn the unit back on
  - a) If unit turn on, remove the RF shield and place a Kapton tape as insulator as shown in Fig: 3 above.
3. Reassemble, and then Retest the unit per the Customer Complaint to verify unit is repaired and does not exhibit failure symptoms.
  - a) If unit is not repaired by the insulating process, then proceed with normal troubleshooting techniques as per the customer complaint.

Note: When servicing customer returns, regardless of complaint, where disassembly is required, place kapton tape as a preventive repair.

### **Service Inventory**

N/A

### **Customer Call Center**

When responding to GSM C115/116 customer problem product inquires related to "Power Down", confirm complaint and direct customer to have their phone serviced per this FSB.

### **Service Entry Code**

Please ensure that repairs of this type are to be logged on the Service database(s) as follow

#### Global M-Claims:

Customer Complaint:	TON03	Auto Power Down in Standby
	TON04	Auto Power down in Call
Problem Found:	TON03	Power Down in Standby
	TON02	Power Down during call
Reference Designator:	SH	Shield
Repair:	RAS04	Reassemble-CSB/FSB