

Middle East & North Africa
Personal Communication Sector

Field Service Information

C550 Display Missing Segment

Our Reference: SI27_3_2004

Date: March 31, 2003

Pages (including this page): 2

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Our Reference: SI27_3_2004

Product/System: C550

Subject: **C550 Display Missing Segment**

FIELD SERVICE INFORMATION

Problem:

An issue has been identified during the 2nd 200 NPI analysis of C550 in PRC.

The root cause is ITO corrosion.

Solution:

LCD supplier Philips has implemented new SOP tightly to reduce the risk of contamination from Week09, 2004.

1. Initiate SOP of finishing cell handling instruction to define handling method in order to reduce the risk of contamination caused by improper handling.
2. Update SOP of finishing cleaning procedure to add regularly cleaning of ACF cutter of COG bonder.

Field Service Action:

Any C550 returns of LCD Missing Segment should be should replace a new LCD module.

Service Entry Code:

M-Claim Code NA Service Entry Code:

Customer Complaint:	DIM02	Display Main - Missing Pixels / Icons
Problem Found:	DIM02	Display Main - Missing Pixels / Icons
Reference Designator:	DIS	Display
Repair:	RPT01	Replace Part - Defective

Classification:

Motorola Internal Information

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