



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-230
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Date: November 23, 2004
Total No. of Pages: 3
Subject: C380/C650 Display-ITO Corrosion & Misaligned Flex
Model Affected: C380, C381P, C650, C651 GSM
Level of Repair: 2

Problem

Service has been made aware of two display issues found during the analysis of the 1st 200 C380 NPI returns. Display modules P/N 0186861P01 manufactured by Alps have been found to have:

- 1) ITO Corrosion-results in a black horizontal line across the display. The corrosion was root caused to cleanliness issues on Alp's manufacturing line and environment.
- 2) Flex to glass misalignment-low contrast or corrupted displays complaints are associated with these. This was root caused to operator error on the production line.

The affected date codes for both issues mentioned above are 0427 (wk27/yr2004) and earlier.

Solution

- 1) ITO Corrosion-Alps made revisions to the handling process of the display modules during production and implemented modifications to their cleaning equipment.
- 2) Flex to glass misalignment-Alps production line operators were instructed to follow the FPC bonding procedure and verify the alignment after bonding

The solutions were implemented starting at date code 0428.

Field Service Action

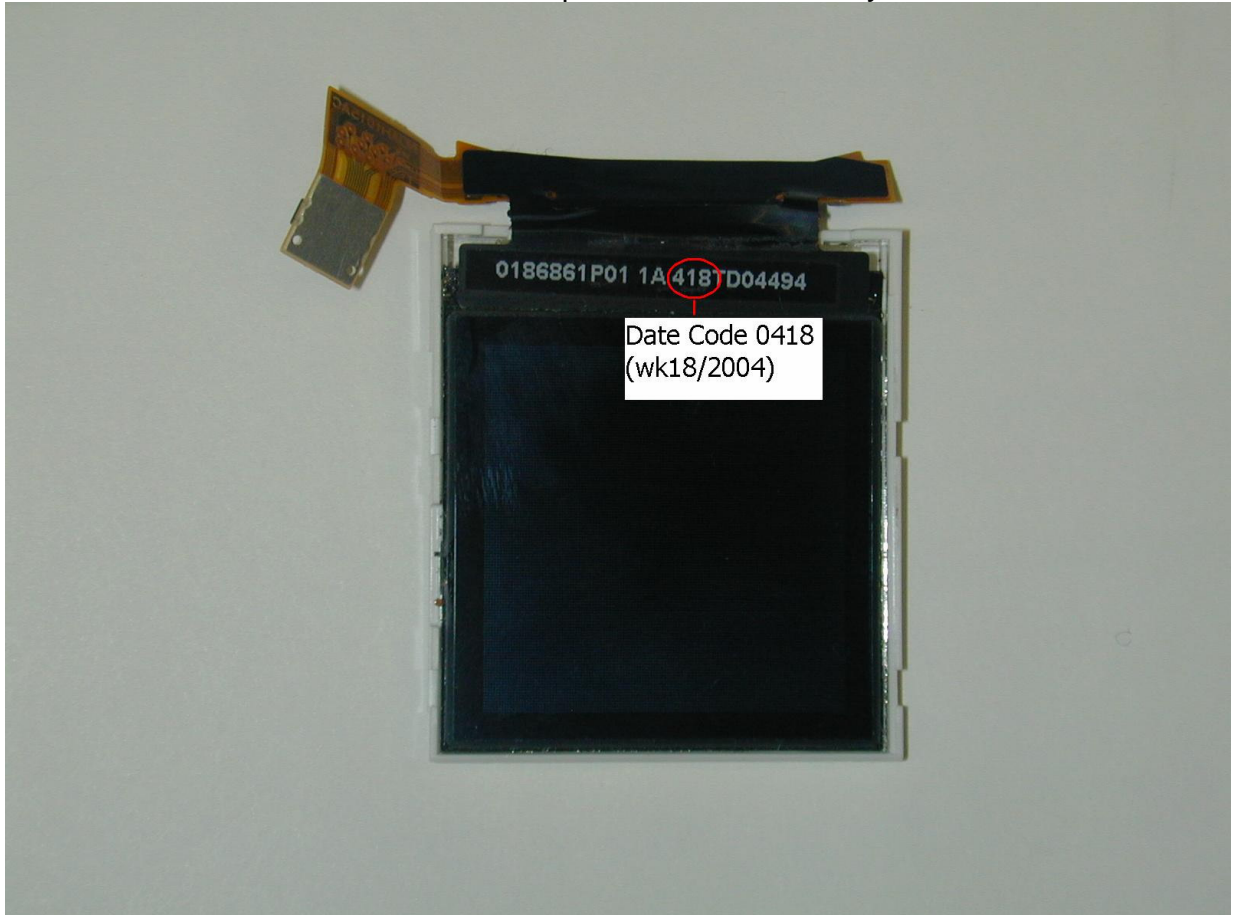
Customer Returns:

Perform the following service procedure on units returned with any of these customer complaints:

- a) No Display
- b) Black Horizontal Line Across Display
- c) Missing Pixels or
- d) Corrupted Display

Service Procedure:

- 1) Disassemble the unit to gain access to the display module.
- 2) Check the date code on the display module. The photo below shows the location of the date code. The example shown is wk18 of year 2004.



- 3) If the date code is 0427 or earlier, replace the display module with date code 0428 or later.
- 4) Re-assemble the unit and verify the display is now functional.

Service Inventory:

Purge Display P/N 0186861P01 with date codes 0427 or earlier.



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Call Center Action:

Instruct customer to return unit for service per this FSB on customer complaints mentioned above under "Field Service Action".

Service Entry Codes

Global Service Codes-

Customer Complaint:

DIM00

Display Main-No Detail Provided

Problem Found:

DIM00

Display Main-No Detail Provided

Reference Designator:

DIS

Display

Repair:

REP06

Replace Electrical Part-CSB/FSB