



Middle East & North Africa
Personal Communication Sector

Field Service Information

GSM C650 – J931 connector detached.

Our Reference: SI39_8_2004

Date: August 20, 2004

Pages (including this page): 3

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Classification:

Motorola Internal Information

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Date: August 20, 2004

Our Reference: SI39_8_2004

Product/System: GSM C650

Subject: GSM C650 – J931 connector detached.

FIELD SERVICE INFORMATION

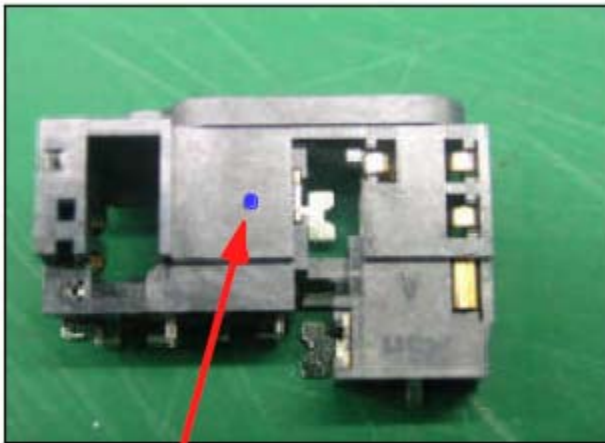
Problem

During MOL analysis of a C650 GSM product, service discovered some instances of the assembly J931 connector being completely detached from the board causing intermittent or no contact to the PCB. The problem arises from the solder tail co-planarity issue of Molex 3-in-1 connector causing poor solder connection between pad and solder tail tab during reflow.

The customer complained of No mic audio, and/or “charger can not charge battery” problems.

Solution

Molex has concluded the analysis and improved their housing and tail forming design to prevent the solder tail bending issue. Molex started cross over of their production to the new housing and connector design, starting week 28. The new connector housing is marked with one blue dot (0970312J01). See photo below for illustration.



Blue dot is on the housing

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Field Service Action:

Customer Returns:

When servicing any C650 phones with Charging or No Mic Audio related complaints:

- 1) Disassemble the Housing Assembly and verify that the connector J931 (0970312J01) is detached from the PCB. Replace with a new connector that has the blue dot on the housing.
- 2) If the connector is intact, then proceed with normal troubleshooting techniques per customer complaint.

Service Entry Codes:

Please ensure that repairs of this type are logged in the service database as follows:

Global Codes:

Customer Complaint Code: AUD07 –Audio - Mic, No
CHG01 – Charging – Does Not Charge

Problem Found Code: AUD07 – Audio – Mic, No
CHG01 – Charging – Does Not Charge

Ref. Des. Code: J – Connector

Repair Code: RPT06 – Replace Part – CSB/ FSB.

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