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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-126
Author: Hien Huynh
Date: June-09-2004.
Total No. of Pages: 2
Subject: **GSM E398 with N02 Keyboard has ESD (8kv) issue**
Model Affected: E398
Level of Repair: 3

Problem

This is an informational bulletin to alert the field service of the fact that E398 (with key boards part number 0189678N02) failed 8KV ESD test. This may manifest into field failure in the form of drop calls. No drop call failures have been reported so far due to ESD. Analysis has revealed that the display is not grounded properly to PCB. Development Engineering identified that the E398's keyboard part number with suffix N03 has solved this issue. There were 4,000 production units built for the Indonesia market prior to an ESD fix being implemented.
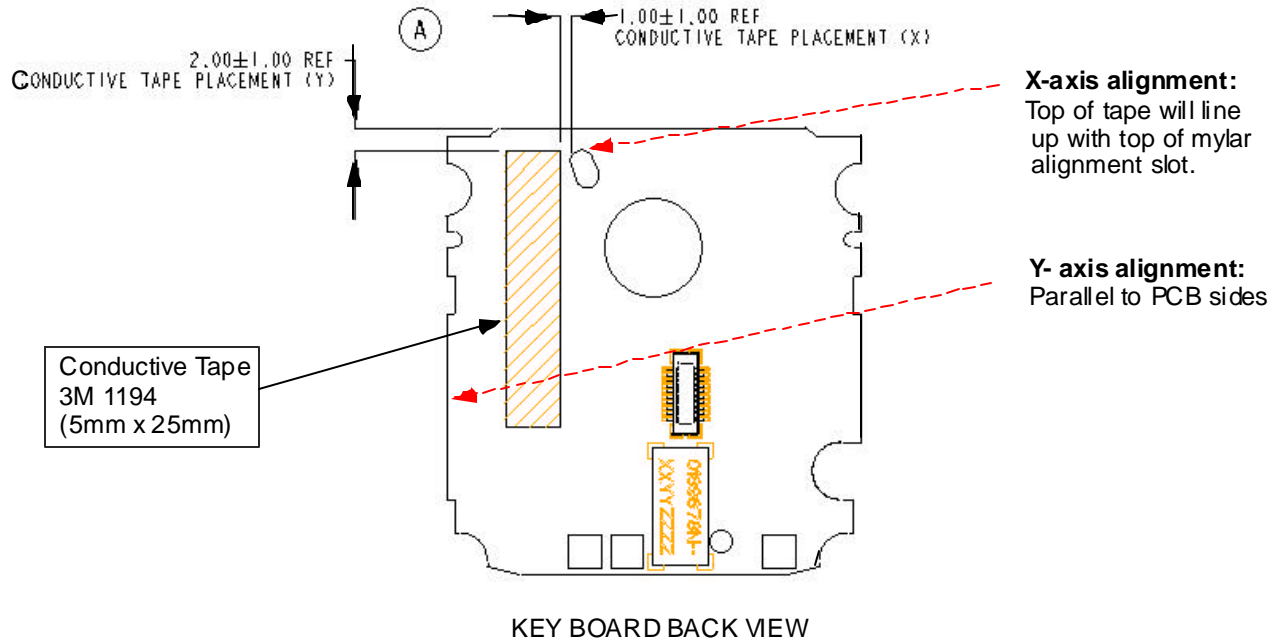
Solution

Corrective action was implemented on keyboard part number 0189678N03. Development Engineering requested that, all of the keyboards that have part number with the suffix N02 need to be modified into N03 version. This is done by adding a conductive tape 3M 1194 (5mm x 25mm) to the back of the keyboard to effectively ground the chassis.

Field Service Action

Customer Returns:
Perform the following procedure on all E398 returns with a MOM of May 2004 or earlier:
1) Verify that the keyboard part number with suffix N02, then modify into N03 version by added conductive tape 3M 1194 (5mm x 25mm). See diagram below show the sample of the keyboard assembly instructions with the improvement.

KEY BOARD BACK VIEW

 2) If the keyboard is required to replace, and then replace a keyboard part number with suffix N03.

Service Inventory:
N/A

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

Asia Codes:

Fault Code: 02 - Drop call
Repair Code: 02 – Upgrade

M-Claim Codes:

Customer Complaint Code: CPR05 – Drop call
Problem Found Code: CPR05 – Drop call
Ref. Des. Code: KYBD – Keyboard
Repair Code: RPT06 – Replace Part – CSB/ FSB