



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2003-404
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Subject: **MPX200 Keypad Buzz & No Keypad Backlight**
Model Affected: **MPX200**
Level of Repair: 2

Problem

During the NPI analysis, service detected a problem in MPX200 GSM units with AT&T hardware versions. A keypad buzz and no keypad backlight issues were detected when the main display backlight is on. These issues are caused by a vendor issue with the EL (Electro Luminance) module; root cause is yet to be determined. All EL module shipments from the vendor are being sorted and MPX200 shipments are being screened at the factory. At this time this issue is affecting all shipments including spare parts. Once a root cause and corrective action are in place a date code will be available

Solution

Customer phones with high levels of EL noise and no keypad backlight will need to have the EL module replaced.

Part Desc: METAL DOME EL MODULE

Part # MEBEN16001A

Field Service Action

Customer Returns:

When servicing any MPX200 customer's phones with described issues, the first step is to screen the phone for unacceptable levels of EL noise and keypad backlight by following this procedure:

Screen procedure:

Perform this procedure in a quiet and dark environment.

1. Turn ON the phone
2. Press any key to activate the main display backlight
3. Place the keypad 2-3 inches from your ear.
4. If a high pitch EL noise can be heard, consider it a failure. The noise should turn off when the backlight is off. The levels of the EL noise will vary and some can be heard from more than 12 inches.
5. If the keypad backlight is not on, consider it a failure.

If the phone is considered a failure, follow the repair procedure below.



Repair procedure:

1. Turn Off the phone
2. Perform Level 2 disassembly until step 6: Remove PCB from case-C.

MPX200 Disassembly Procedure located at:

http://ss.css.mot.com/gsm_root/Level12/html2/documentation/showproduct.cfm?product=142



3. Remove the shield which has the EL module glued. Be careful not to damage PCB components. Remove the glued EL module from the shield and clean the glue residues from the shield.



4. Place the clean shield case to lower the PCBA, the 'L' corner toward the RTC battery and make sure that the shield case is completely matched the frame.



“L” Corner



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5. Carefully remove the paper for the new EL module and align the PCB “L” corner with EL module connector.



6. Attach the EL module to the lower PCB. Press around of EL module lightly and check the 'B to B' connector has assembled well.



7. Perform Level 2 assembly to install PCB into case-C.



8. Repeat the screen procedure to ensure the spare part does not have the same issue.



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Service Inventory

Please stock CMCS EL Module P/N MEBEN16001A for use on MPX200 return.

EPPRS Codes

Complaint Code: 42 – Faulty Display – Missing Backlight
Repair Code: 04 – Part Replace
Root cause Code: 42 – Faulty Display – Display/Lens Fail

Global Codes

Complaint Code: MKP05 – Main keypad – No/Dim Backlight
Root cause Code: RPT01 - Replace part defective