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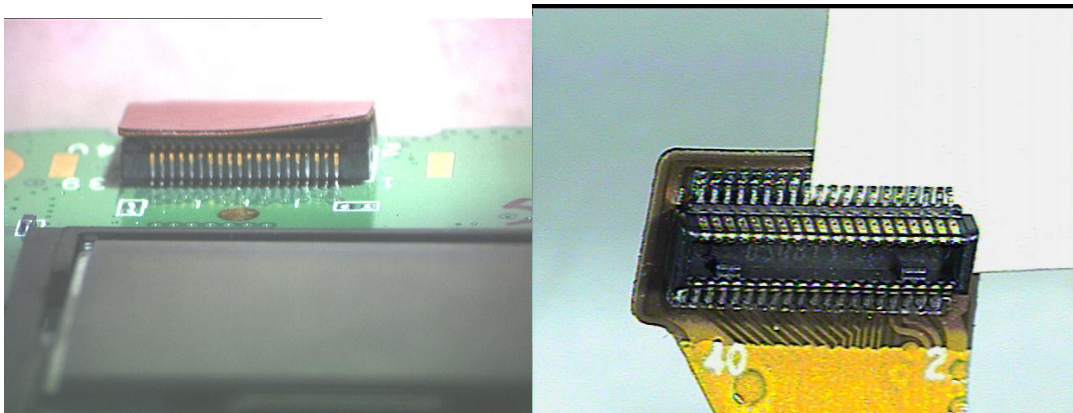
Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-154
Authors: Darwin Garcia
Date: July 22, 2004
Total No. of Pages: 2
Subject: **MPX200 Display Flex Connector Detached**
Model Affected: **MPX200**
Level of Repair: 1 & 2

Problem

During the MOL analysis service detected a display flex problem in MPX200 GSM units; several samples were submitted to MFAL for analysis of failed solder joints on the FPC Upper to Lower BTB connector flex circuit, which connects the display board to the main board. The joints had failed during disassembly of the MPX200 at the repair center. The pictures clearly show bending at the corner of the flex circuit; this indicates disassembly by prying the flex assembly from the board at the corner. This is likely to concentrate stress at solder joints at the corresponding corner of the connector causing it to break. This issue can cause display and audio failures.



Flex Assemblies with Failed Solder Joints.



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Solution

Repair centers must be directed to remove the connector with even force applied along the long edge of the connector to prevent concentration of the stress at the corner.



Proper removals of the FPC Upper to Lower BTB Connector.

Field Service Action

Customer Returns:

When disassembling any MPX200 display flex, apply even force along the edge of the connector. Units with the display flex connector detached must have the FPC Upper to Lower BTB Connector replaced.

Part# MEBEN14001A FPC Upper to Lower BTB Connector

Call Center Action:

N/A

Service Inventory

N/A

EPPRS Codes

Complaint Code: 41 – Faulty Display – Intermittent Electrical
Repair Code: 26 – Display Flex Faulty or soldering on flex faulty
Root cause Code: 10 – Misc

Global Codes

Customer Complaint: DIM01 – Display Main – No Display
Problem Found: DIM04 – Display Main – Broken
Repair Action: RPT06 – Replace Part – CSB/FSB