

Middle East & North Africa  
Personal Communication Sector

***Field Service Information***

**MPX200 Display Flex Connector Detached**

Our Reference: SI36\_7\_2004

Date: July 26, 2004

Pages (including this page): 3

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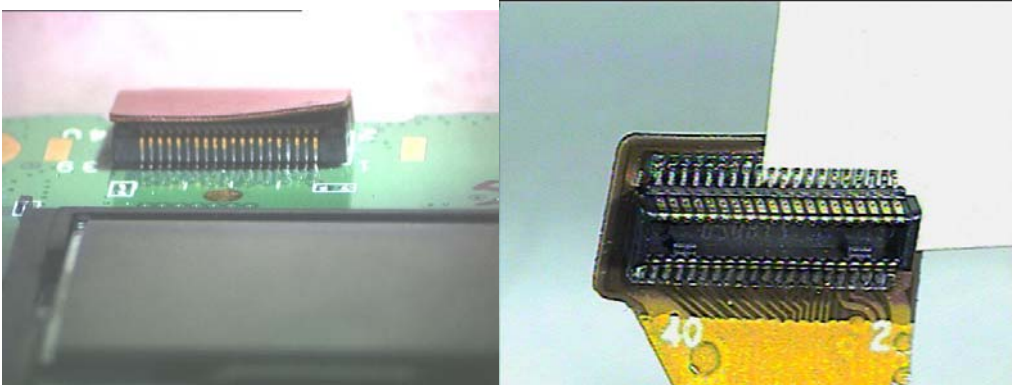
Product/System: MPX200

Subject: **MPX200 Display Flex Connector Detached**

## **FIELD SERVICE INFORMATION**

### **Problem:**

During the MOL analysis service detected a display flex problem in MPX200 GSM units; several samples were submitted 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.

### **Classification:**

**Motorola Internal Information**

**Strictly released for Motorola Authorized Service Center Use only.**

## **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

## **Warranty codes:**

### ***Global Codes***

Customer Complaint: DIM01 – Display Main – No Display

Problem Found: DIM04 – Display Main – Broken

Repair Action: RPT06 – Replace Part – CSB/FSB

## **Classification:**

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