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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

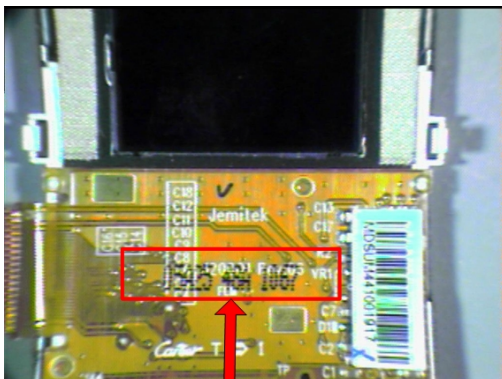
FSB Number: LVCCFSB2005-106
Authors: Darwin Garcia
Date: April 15, 2005
Total No. of Pages: 2
Subject: **MPX220 Abnormal Display**
Model Affected: **MPX220**
Level of Repair: 3

Problem

Service has detected an abnormal/blank display issue during MPX220 NPI process. Phones are being return for “No Display / No Turn On” complaints. ODM's vendor analysis determined the root cause to be broken particles on the bonding interface between FPC and display cell, this failures occurred during bonding & sorting producing before July 2004.



Blank Display



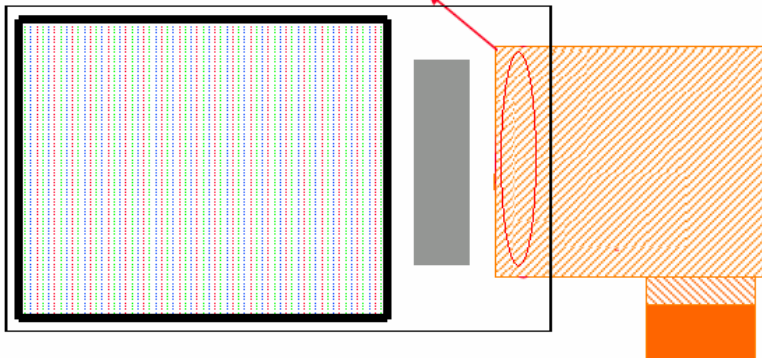
05A25 48A 1067 48A as Aug 2004

Date codes prior to July 2004 are affected.

Solution

The vendor adjusted parameter for bonding process on July 2004.

Bonding interface
between FPC and cell



Field Service Action

Customer Returns:

When servicing any MPX220 customer phones with this issue, replace the display assembly. Part# SLTD00404X1 LCD Module_LCD Type: TFT_176*220Dots

Call Center Action:

If the customer calls with the above mentioned symptoms, please direct customer to have their phone serviced per this FSB.

Service Inventory

Purge MPX220 display assembly spare parts inventory for affected date codes.

Global M-Claims Codes:

Customer Complaint Codes: DIM01 (Display Main – No Display)

Problem Found Code: DIM01 (Display Main – No Display)

REF Designator Code: A (Display)

Repair Code: RMP10 (Replace Mechanical Part-CSB/FSB)