

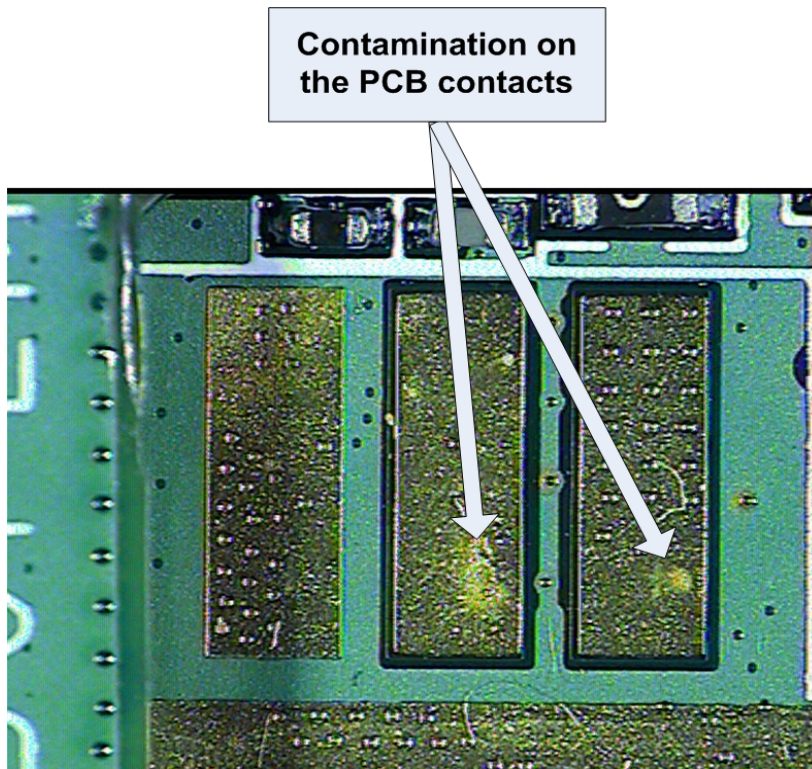


FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-121
Authors: Darwin Garcia
Date: May 5, 2005
Total No. of Pages: 2
Subject: **MPX220 PCBA Pad Contamination**
Model Affected: **MPX220**
Level of Repair: 3

Problem

Service has detected a PCBA pad contamination issue during MPX220 NPI process for battery connector. Phones are being returned for “Auto Power Down” complaints. ODM's analysis determined that the battery connector's pad on PCBA have soil which could cause bad connection between battery connector and the pad, this contamination was induced during manual soldering of the Fleming module.



The bad connection would cause high resistance on the path which will then decrease the input VBAT voltage and possibility trigger a power down sequence in standby.

Solution

ODM factory to modify assembly SOP in April 2005 to indicate that after soldering of the Fleming, the battery connector's pad on PCBA must be cleaned before assembly.



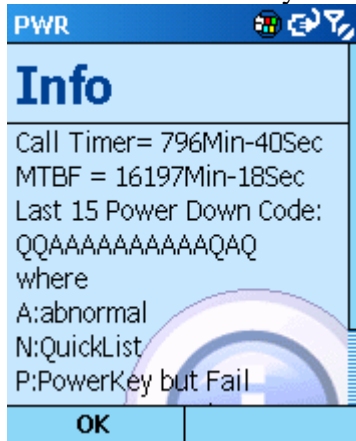
**Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com**

Field Service Action

Customer Returns:

When servicing any MPX220 customer phones with this issue, repair by cleaning the battery connector's pad on PCBA using standard cleaning procedure. It's recommended to perform this cleaning to all repairs that required disassembly of the rear housing.

View the PWR history in all power down complaints by pressing *#**797#snd.



Many abnormal code are register in the history indicate possible power down issues.

Refer to FSB LVCCFSB2005-121 for other battery connector/power down recommended actions.

Call Center Action:

Call center should advise callers with this issue to send their phones in for repair.

Service Inventory

NA

Global M-Claims Codes:

Customer Complaint Codes: TON03 (Turn on/off - Auto power down in standby)

Problem Found Code: TON03 (Turn on/off - Auto power down in standby)

REF Designator Code:

Repair Code: RAS02 (Reassemble - Clean Contact)