

FIELD SERVICE BULLETIN

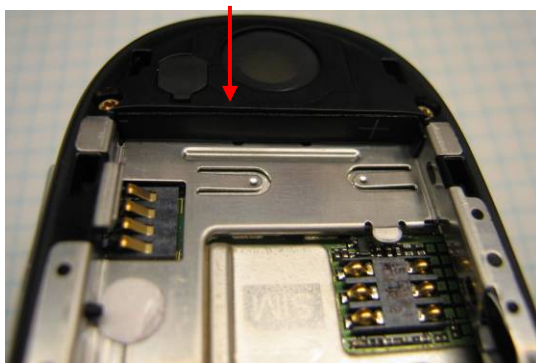
FSB Number: LVCCFSB2005-365
Author: Tony Bryan
Date: January 03, 2006
Total No. of Pages: 3
Subject: GSM PEBL U6 – Battery Contact Alignment
Phone Models: GSM PEBL U6 – SJUG10xxAA and SJUG16xxAA
Level of Repair: 2

Problem

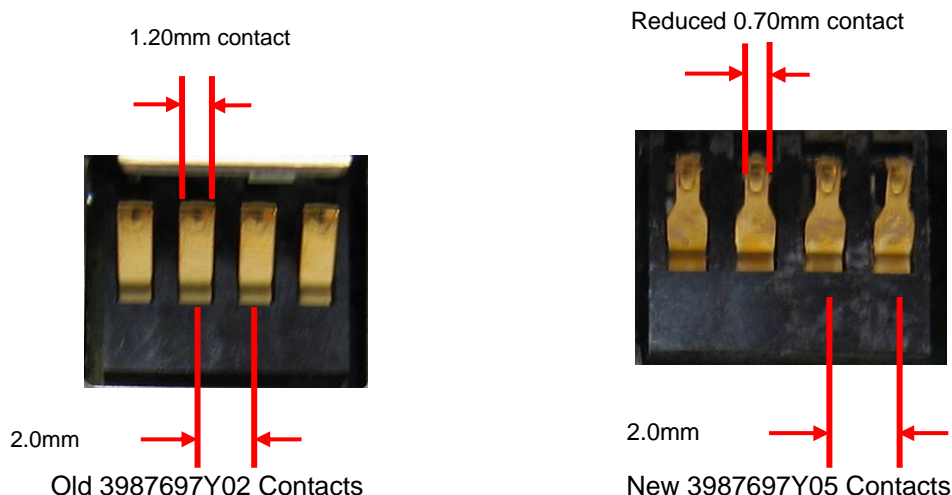
Service is aware of a pre-launch issue on GSM PEBL U6 phones that could potentially cause customers to return units with complaints related to No Turn On. The root cause of the issue is that the width of the PCB battery contacts closely matches the width of the contacts on the battery. When installing the battery, there is a potential for improper battery to battery contact alignment. When this occurs the PCB contacts may rest on the battery pack insulator ribs, preventing power and causing the customer to experience a No Turn On failure.

Solution

Short-Term: Prior to product launch, a thin strip of lexan material was added to the battery cavity as a shim to help ensure proper battery to battery contact alignment. See Image Below.



Long-Term: The M1400 battery contacts have been redesigned to eliminate this failure mode. The new part number 3987697Y05 replaces the old part number 3987697Y02 for reference designator M1400. See Images Below.



Factory cross-over the new part number was completed December 1st, 2005 and coordinated with an up-suffix of the PCBA and XCVR model numbers from AA to BA. PCBA and XCVR Model Numbers ending in AA have the old part number 3987697Y02. PCBA and XCVR Model Numbers ending in BA or CA have the new part number 3987697Y05.

Field Service Action

Customer Returns:

When servicing affected (AA) models of GSM PEBL U6 customer returns, returned with Customer Complaints related to “Turn On/Off - No Turn On”, then:

1. Verify no other failure can be identified thru normal testing/troubleshooting procedures.
 - a. If a failure is identified thru normal testing/troubleshooting procedures, then unit should be repaired for the failure identified and returned to the customer. The battery contacts do not need to be replaced.
2. Disassemble the unit to access the PCBA and replace the old M1400 3987697Y02 battery contact with the new 3987697Y05 battery contact as a precautionary repair.
3. Using the U6 PEBL EL Panel/Mylar Attachment Fixture replace the EL Panel Mylar as it may not be reused. Please reference [LVCCFSB2005-364](#) for more information.
4. Reassemble and completely re-test the unit to ensure proper repair.



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Service Inventory:

Please do not use the 3987697Y02 battery contact for field replacement on GSM PEBL U6. Use only the 3987697Y05 battery contact for field replacement on this model.

Call Center Action

When responding to customer inquiries on GSM PEBL U6 with complaints related to “No Turn On” after inserting the battery. Please ask the customer to attempt to reseal the battery to determine if the problem maybe related to this issue. Please inform the customer to return the unit to an authorized service center for repair.

Service Entry Code

Please ensure that repairs of this type are logged in the Service Link database as follows:

Global M-Claims Codes:

Customer Complaint Code: TON01 (Turn on/off – No Turn On)

Problem Found Code: TON01 (Turn on/off – No Turn On)

Reference Designator Code:

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