

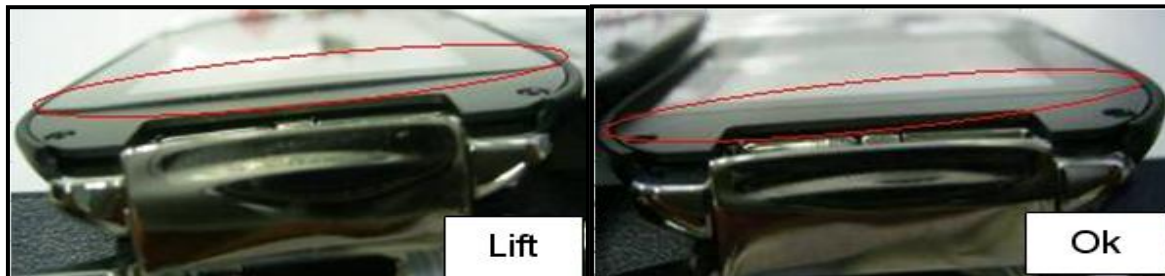


FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-162 (Rev. A)
Author: Tony Bryan
Date: April 24, 2006
Total No. of Pages: 3
Subject: GSM PEBL U6 – Main Display Lens Lift
Model Affected: GSM PEBL U6
Level of Repair: 2

Problem

Service has been made aware of an issue, identified in Factory Quality Audit (FQA), on GSM PEBL U6 phones. The issue found was the Main Display Lens was lifting above the maximum allowable level (0.2mm) on some PEBL U6 phones. Engineering analysis has found the root cause of the issue to be a recent change made to the main display module. A change was made to a wide-angle polarizer on the main display module which resulted in a 0.16mm increase in the display height. See images below.



Lens Lift Issue (> 0.2mm)

Good Example

Solution

Short Term: The Factory implemented a Linear lens Lift Test and a 100% inspection of flip assemblies. – 4/5/06

1. After 24 hrs lens cure time, perform Linear Lens Lift Test
2. Measurement of lens lift is less than or equal to Spec. of 0.2mm
3. Only ship assemblies that have a 0.2mm or less lens lift

Long Term: The Main Display Lens dust gasket will be changed, from 1.0mm to 0.75mm (-0.25mm), to address lens lift issue when building with LCD module with wide-angle polarizer.

Old Part Number: 6188596Y01 – w/ 1.0mm Poron Dust Gasket

New Part Number: 6188596Y02 – w/ 0.75mm Poron Dust Gasket



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Service Action

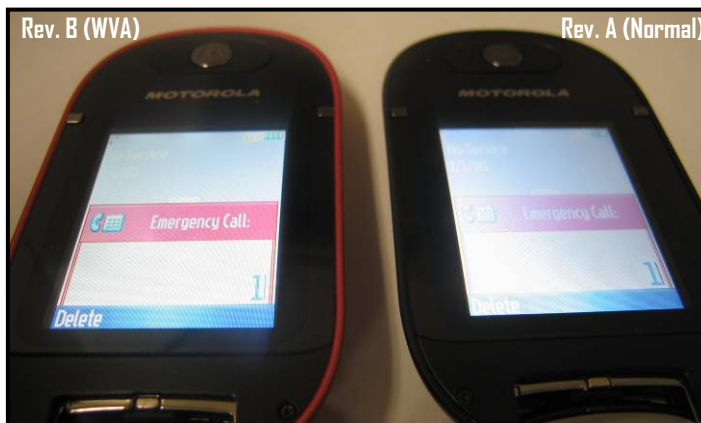
Customer Returns:

When servicing GSM PEBL U6 customer returns, with a Month of Shipment (MOS) between March 2006 and May 2006, and regardless of customer complaint, then:

1. Inspect the returned unit for the lens lift issue or any other cosmetic issue that would require a lens replacement.
2. Following proper Assembly/Disassembly procedures remove and replace the Main Display Lens with new part number 6188596Y02.

Note: Ensure flip chassis is free from adhesive and foreign material prior to adhering the new lens.

The new Main Display Lens (6188596Y02) can be used with both LCD module types. The old Main Display Lens (6188596Y01) can still be used for replacement on units built with LCD module without a wide-angle polarizer. Please see instruction below to identify these units.



PEBL U6 - Procedure to check display module revision

Steps:

1. Power up unit (no SIM required).
2. Press #1 key (initiates emergency mode).
3. Rotate unit away at 45-degree angle from user.
4. View red area of "Emergency Call" window.

Results:

Revision B display contains wide viewing angle polarizer.
Red image displayed on Rev B is more vibrant and easily viewed.
Red image displayed on Rev A is washed out.

Service Inventory:

For the GSM PEBL U6 Main Display Lens, Please replace existing stock of the old part number (6188596Y01) with the new part number (6188596Y02).



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Call Center Action

When responding to customer inquires on the GSM PEBL U6 product, with customer complaints of “Display Main – Lens Lifted”, please instruct them to send the phone to a Motorola authorized repair center for repair.

Service Entry Codes

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

Global M-Claims Codes:

Customer Complaint Code:	DIM13 (Display Main – Lens Lifted)
Problem Found Code:	DIM13 (Display Main – Lens Lifted)
Reference Designator Code:	None
Repair Code:	RMP10 (Replace Mechanical Part - CSB/FSB)