



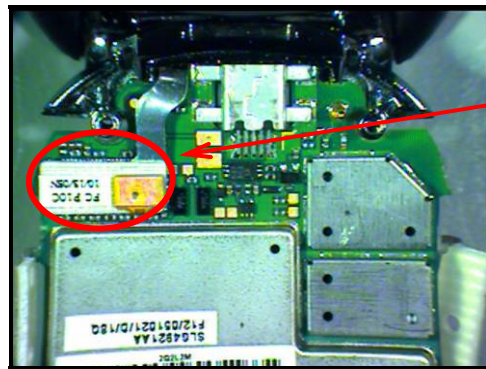
**FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2006-164  
Author: Tony Bryan  
Date: April 24, 2006  
Total No. of Pages: 2  
Subject: GSM PEBL U6 – Board-to-Board Connector  
Model Affected: GSM PEBL U6  
Level of Repair: 2

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**Problem**

Service has been made aware of an issue identified during NPI analysis of GSM PEBL U6 phones. Some units, returned with customer complaints including “Display Main – No Display” and “Audio – Earpiece, No”, were found to be caused by a poor connection between the Hinge Flex’s 40-pin connector and the J1300 PCBA connector as shown in Figure 1.0 below. Analysis revealed, this issue is caused due to assembly process. If the connector is not fully seated initially, this may result in an intermittent or latent failure.



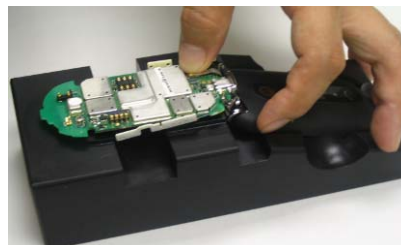
Hinge Flex 40-Pin Connector  
to J1300 PCBA Connector  
location

Figure: 1.0

**Solution**

The factory implemented an assembly fixture to assist operators and modified the Assembly SOP to stress connector properly seated. – 02/25/2006

- 1) Make sure to put PCBA flatly on the assembly fixture.
- 2) Press the flip connector twice with thumb to ensure the connector fully engage into the connector on PCBA.





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## **Service Action**

### **Customer Returns:**

When servicing GSM PEBL U6 customer returns with a MOS of March 2006 or earlier with customer complaints such as

- Display Main – No Display
- Audio – Earpiece, No
  1. Verify the customer complaint. If the complaint is confirmed then
  2. Disassemble the unit and ensure that the Hinge Flex's 40-pin connector is fully seated into J1300 PCBA connector
  3. Remove the Display flex connector and reseal into J1300, if necessary.
  4. Reassemble the unit, and verify that customer complaint is fixed.
    - a. If the unit still displays the original failure symptom after repair, then follow normal troubleshooting and repair techniques to repair the phone per the customer complaint.

### **Service Inventory:**

N/A

## **Call Center Action**

When responding to customer inquires on the GSM PEBL U6 product, with customer complaints including "Display Main – No Display" and "Audio – Earpiece, No", 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:** DIM01 (Display Main – No Display)  
AUD01 (Audio – Earpiece, No)

**Problem Found Code:** DIM01 (Display Main – No Display)  
AUD01 (Audio – Earpiece, No)

**Reference Designator Code:** J (Connector)

**Repair Code:** RAS04 (Reassemble - CSB/FSB)