

FIELD SERVICE BULLETIN

FSB Number	FLCCFSB2008 - 139/Rev1
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Date	Thursday, May 15, 2008
Subject	GSM - MOTOROKR U9 - BTB flex - open circuit
Model Affected	all
Level Of Repairs	3

Problem

Service is aware of an issue identified during the U9 NPI analysis process. Units were returned with customer complaints related to:

- No main display
- Distorted main display
- Missing lines on main display
- Inverted main display screen (Secondary/CLI display is not working at all in this case)
- Camera colour mismatch

Root cause analysis showed that the Board-to-board Flex (Part number 0171289A74) is causing above listed issues. At least one Board-to-board (BTB) Flex line has no or only intermittent function due to an open circuit.

Solution

The supplier manufacturing process of the Board-to-board Flex has been improved as running change. Flex parts with date code from 4907 on does not have this issue anymore.

See Figure 1 below to identify date code information of the BTB flex. In the example in Figure 1, date code 0608 denotes week 06 in year 08.



Figure 1: Date code identification

Field Service Action

When responding to customer inquiries or complaints related to:

- No main display
- Distorted main display
- Missing lines on main display
- Inverted main display screen (Secondary/CLI display is not working at all in this case)
- Camera colour mismatch,

please check if the issue is caused by a faulty Board-to-board Flex with date code before 4907 (use Figure 1 for reference). If this is the case: Replace BTB Flex (Part number 0171289A74) with a Flex part with date code 4907 or later.

If the issue is not due to a faulty Board-to-board Flex part, go on with common troubleshooting procedures per reported customer complaint.

Service Inventory

Purge Board-to-board Flex parts (Part number 0171289A74) with data code before 4907.
Stock Board-to-board Flex parts (Part number 0171289A74) with date code 4907 or later.

Call Center Action

When responding to customer inquiries related to:

- No main display
- Distorted main display
- Missing lines on main display
- Inverted main display screen (Secondary/CLI display is not working at all in this case)
- Camera colour mismatch,

please let the customer return the unit for repair per this FSB.

Service Entry Code

Global Service Codes

Complaint Code: CAM00 - Camera - No Detail Provided
CAM01 - Camera - Poor Quality
DIM00 - Display Main - No Detail Provided
DIM01 - Display Main - No display
DIM03 - Display Main - Corrupt / error display

Problem Found Code: CAM00 - Camera - No Detail Provided
CAM01 - Camera - Poor Quality
DIM00 - Display Main - No Detail Provided
DIM01 - Display Main - No display
DIM03 - Display Main - Corrupt / error display

Reference Designator:FLEX - Flex

Repair Code: RTW02 - Replace Level 2 part - CSB/FSB