

FIELD SERVICE BULLETIN

FSB Number LVCCFSB2007 - 369/Rev3
Author Tom Lee
Date Monday, March 03, 2008
Subject **GSM - Q700 - Resetting After Moving Slider Up and Down**
Model Affected Q700 (6.8 HW)
Level Of Repairs 2

Problem

For all units with 6.8 HW, the user may see the unit power cycling after moving the slider up and down several times. The phone's battery contact block dimensions and foreign material on those contacts can contribute to this symptom.

Solution

Short Term For units with the above issue the following rework needs to be performed:

1. Clean and lubricate phone battery contacts.
2. Replace rear housing (case D) with newer version. Until it is available for service, add mylar shims to the phone's battery compartment.
3. Remove and reinsert a battery from the phone's battery compartment 10 times.

Long Term The phone's battery contact block and rear housing have been redesigned as a permanent corrective action and will be reflected in HW versions 7.1 and later (starting around April 2008). The following hardware list describes the progress of the solution (See Fig. 10 for HW version location).

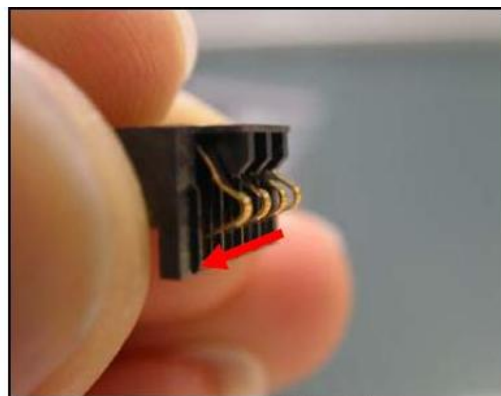
HW 6.8: original shipping version (a mix of nonreworked and reworked units)

HW 6.9: reworked units as described in "Short Term" section above.

HW 7.1: newer battery contact block and rear housing. See Figs. 1-2 for illustration.



MEZNT46001A
Battery block (old)
pins curling up (see arrow)

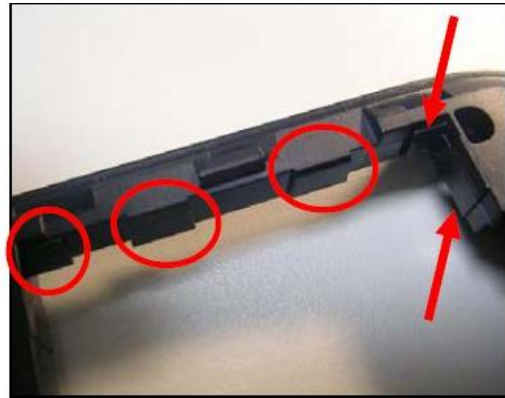


MEZNT46002B
Battery block (newer)
pins curling down (see arrow)

Figure 1 – Battery Contact Block Change



MEZNT61004B - old rear housing



MEZNT61004C - newer rear housing
-added 2 ribs (see arrows)
-modified 3 ribs and made it bigger (see circles)

Figure 2 – Rear Housing (Case D) Change

Field Service Action

Customer Returns:

Tools/materials needed

Rear housing (case D): MEZNT61004C. If unavailable, use the mylar shims below

Mylar Pre-Cut Shims (Qty 1 Size: 3.5 mm x 4.5mm): MEZNT31012A

Mylar Pre-Cut Shims (Qty 3 Size: 3.5mm x 9.8mm): MEZNT31011A

Small Paint brush (width 2mm)
Iso Propyl Alcohol (IPA)
MOLYKOTE MO-25 Dry Lubricant
Ionized Air
Magnifying glass
Black Sharpie
Gloves or Finger Cots
Lint Free Cloth

NOTE: Contact your local Motorola service representative for Mylar and Lubricant materials as needed.

Inspect Q700 returns for Mylar shims, see **Figures 3 & 4 below**, if phone already contains Mylar shims then clean battery contacts with IPA and then continue with the standard repair process; otherwise follow the instructions below:

Repair Action **NOTE: Gloves or Finger Cots MUST be worn**

Replace with newer rear housing (availability around April 2007)

- Replace the rear housing MEZNT61004B with rear housing MEZNT61004C (see Fig. 2 for illustration)
- If MEZNT61004C is unavailable, follow the mylar placement step below

Place Mylar (only if previous step cannot be done)

- Clean areas where Mylar shims are place with IPA using a lint free cloth
- Place one small Mylar part (Size: 4.5 x 3.5mm) with the tweezers in location as shown in **Figure- 3 see below**. Edge of Mylar shim must not extend above edge of battery compartment surface.



Figure 3 - Location of 4.5mm length of Mylar

- Place three large Mylar parts (Size: 9.8 x 3.5mm) with the tweezers in location shown in **Figure - 4 below**. Edge of Mylar shim must not extend above edge of battery compartment surface.



Figure 4 - Location of 3 9.8 mm length of Mylar

Clean Battery Contacts

- Clean battery contacts of foreign material of each unit, with IPA using a lint free cloth see **Figure - 5 below**



Figure 5 - Cleaning Battery Contacts with Lint Free Cloth and IPA

- Inspect Mylar position is correct, if not:
 - Remove and discard Mylar shims
 - Reclean surfaces with IPA using a lint free cloth
 - Place NEW Mylar shims

Brush on Lubricant

- Brush Lubricant in battery contact of unit



Figure 6 - Brushing Lubricant on Battery Contacts

Inspect Battery Contacts

- Blow off contacts using Ionized Air



Figure 7 - Cleaning Battery Contacts with Ionized Air

- Inspect battery contacts with magnifier for foreign material on each unit. Note: Any foreign material is a fail, notify QA lead who logs the failure and takes appropriate action.



Figure 8 - Inspecting Battery Contacts with Magnifying Glass

Test Battery Contacts

- Insert test battery 10 times in each unit

Power On

- Place battery in unit
- Place battery cover
- Power on unit fully, press power key

Test Flip

- Flip test unit 10 times (open/closed) and Listen for flip sound effect
 - **Note: Sound=pass, No Sound=Fail**
 - Notify QA lead who logs the failure and takes appropriate action

Remove Battery

- Remove battery cover and battery

Mark Reworked Unit

- Mark unit with rework dot. See **Figure - 9 below**



Figure 9 - Location of Rework Mark on the Label

Clean Phone with Cloth

- Clean phone with lint free cloth
- Wipe off any fingerprints or smudges

Check Quality

- Check that the mylar pieces (**See Figures 3-4 above**) are in the correct location, edge of Mylar shim must not extend above edge of battery compartment surface.

Service Inventory

1. All units with the HW 6.8 (Shipping Hardware Version) will need to be reworked (if not already; check the battery compartment for the mylar shims). Any HW version 6.9 or higher will already have the fix. See **Figure - 10 below**.



Figure 10 - Location of HW Version

2. Please stock these mylar pre-cut shims, MEZNT31012A (3.5 mm x 4.5mm) and MEZNT31011A (3.5mm x 9.8mm) in service inventory.

Call Center Action

For customer inquiries with symptoms described in the Problem section, it is recommended that the customer call T-Mobile Customer Care.

Service Entry Code

Global Service Codes

Use this only if rear housing was replaced.

Complaint Code:

Problem Found Code:

Reference Designator: REAR - Rear Housing

Repair Code: RMP10 - Replace Mechanical Part - CSB/ FSB

Complaint Code:
Problem Found Code:

Reference Designator: J - Connector

Repair Code: RAS04 - Reassemble - CSB/ FSB