

## **FIELD SERVICE BULLETIN**

FSB Number: BJCCFSB2005-123  
Author: Jianfeng Ma  
Date: Apr 22, 2005  
Total No. Of Pages: 2  
Subject: **GSM Razr V3 Main Display Missing Line**  
Model Affected: GSM Razr V3  
Level of Repair: 1 & 2

---

### **Problem**

Service is aware of an issue identified during the 1st 200 NPI Analysis on V3. Some units, returned with a customer complaint of “Display Main,Missing Pixels / Icons”, were found to show one horizontal/vertical line on main display. Analysis revealed the failure was caused by excessive pressure in COG bonding process. The situation occurred due to pressure with foreign material between head of IC driver and press jig in the machine. Figure 1.0 below shows example of display with the missing line failure.

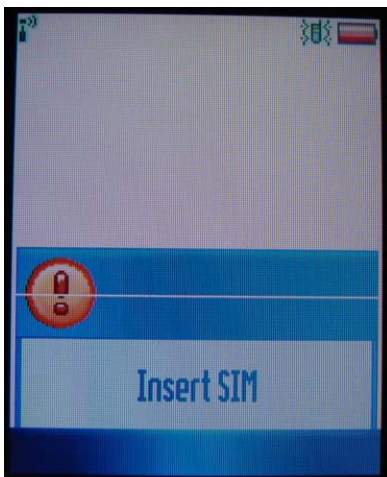


Figure 1.0 – Missing Line

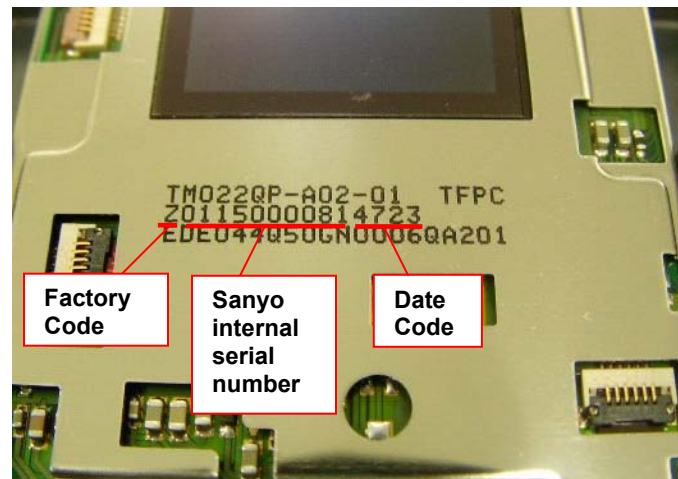


Figure 2.0 – Date Code Identification

### **Solution**

**Containment action:** The supplier Sanyo assembly factory changed the inspection interval of bonding place on microscope from 4 units / 15 minutes to 4 units / 10 minutes from December 10th, 2004. If the failure is found, all units produced for the period shall be checked with microscope. The period means the inspection interval that the failure unit was produced.



**Corrective action:**

The supplier Sanyo increased the cleaning frequency against the jig to followings.  
Before change : Day shift 1 time, Night shift 1 time Total 2 times  
After change : Day shift 2 times, Night shift 2 times Total 4 times  
Implementation date: Dec. fourth week, 2004 (Date Code: 5xxx). See Figure 2.0 above.

**Factory code:** (1st one letter) Z –Tottori; X –Wintek; W –Wintek MA

**Sanyo internal serial number:** 10 letters

**Date Code:** last 4 letters. Example: 4723 (4 – year; 7 – month; 23 – date )

Production year: (first letter) 2004->"4"; 2005->"5"

Production month: (second letter) January ~ September ->"1" ~ "9"; October ->"X"; November ->"Y";  
December ->"Z"

Production date : last 2 letters

**\*Affected Date Code: 4xxx (i.e. before 5xxx)**

**Field Service Action**

**Customer Returns:**

For V3 phones returned to Service Centre with the Customer Complaint of “Display Main,Missing Pixels / Icons”, please verify the phone display the failure modes shown as above, then:

- a. Disassemble the Flip Assembly and verify that the failure is caused by the display module itself by replacing the suspect module with a known good module. Then replace the failed display module with a new one with date code 5xxx, reassemble the unit, and retest to confirm the repair.
- b. If the unit displays the original failure symptoms with the known good display module, then proceed with normal troubleshooting techniques as per the customer complaint.

**Service Inventory:**

N/A

**Customer Call Center:**

If the customer calls with the above mentioned symptoms, please refer to the above service action.

**Service Entry Codes**

Please ensure that repairs of this type are logged on to the applicable database as follows:

**Global M-Claims Codes:**

**Customer Complaint Codes:** DIM02 (Display Main - Missing Pixels / Icons)

**Problem Found Code:** DIM02 (Display Main - Missing Pixels / Lines / Icons)

**REF Designer Code:** A(Display)

**Repair Code:** REP06 (Replace Electrical Part - CSB/ FSB)

**PRC E-service Entry Codes:**

**Complaint Code:** 3002 (Display Main - Missing Pixels / Icons)

**Root Cause Code:** 1206 (Replace Electrical Part - CSB/ FSB)