MOTOROLA

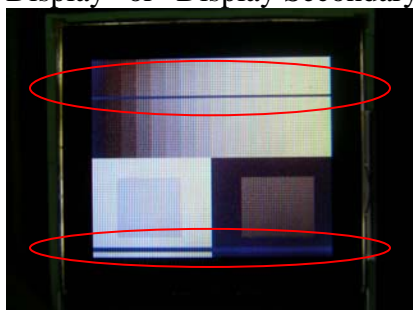## *FIELD SERVICE BULLETIN*

FSB Number: LVCCFSB2005-289
Authors: Darwin Garcia
Date: September 15, 2005
Total No. of Pages: 3
Subject: **V3 CLI ITO Corrosion WinTek**
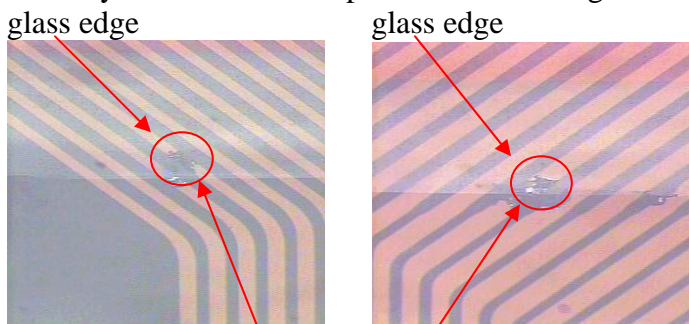Model Affected: **V3**
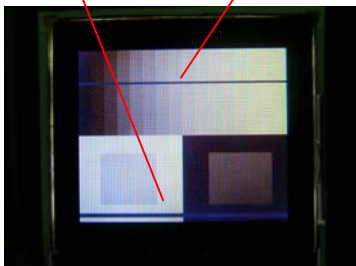Level of Repair: 3 & 4

Problem

Service has been made aware of a V3 WinTek CLI ITO Corrosion Issue causing "No CLI Display" or "Display Secondary - Missing Pixels / Ico" complaints.

The root cause was determined to be corrosion on ITO circuits near the external cell gap and they are related to the positions of missing line.

glass edge   glass edge
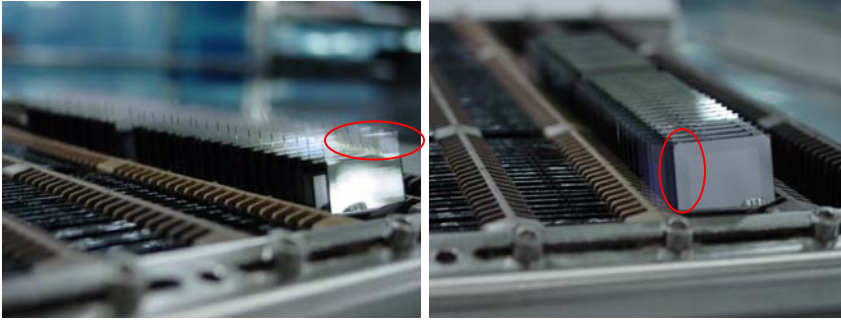

A corrosion area   B corrosion area

After more in-deep analysis is was determine that the key factors that can cause ITO corrosion are the LCD cleaning and ITO exposure time.

<u>**Solution**</u>

WinTek have revised their SOP as below:

1.   Change the LCD putting method at cleaning rack. The outer pin of the LCD switches from upward to leftward position. It's to reduce the possibility of the particle residue in the external cell gap.
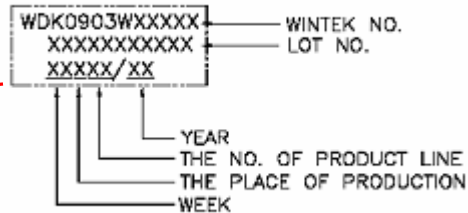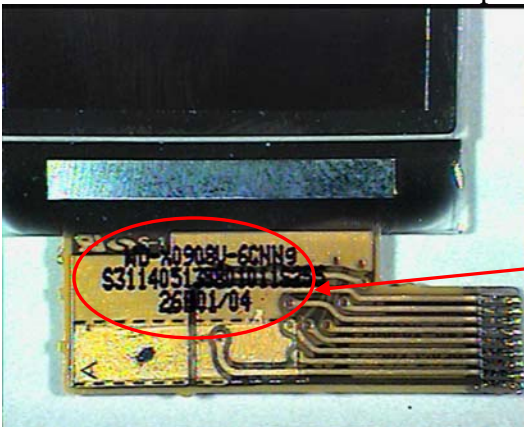

Upward   Leftward

2.   Increase tank cleaning frequency from every 2 weeks to once a week.
3.   Change the ultrasonic cleaning frequency from single frequency (28 KHz) to multi-frequency (45 KHz for 10sec and 100 KHz for 10sec).
4.   Cleaning machines were added to production line and it can reduce the ITO exposure time.

The corrective action was implemented on 1/28/2005, so all CLI modules manufacture after date code 05XXX/05 has the improvement.

| Date Code (3rd Row): XXXXX/XX |
| Good Date Code: 05XXX/05 and later |

Field Service Action
Customer Returns:
When servicing V3 product returns, with customer complaints of "No CLI Display" or
Display Secondary - Missing Pixels / Ico", then:
1. Confirm the customer complaint
2. Replace the flip assembly if available with a known good one to ensure failure
   mode follows the flip.
   a. If the failure mode does not follow the flip, then apply normal
      troubleshooting techniques to the PCB.
3. Disassemble the suspect flip assembly and replace the CLI Display Module with a
   known good one to confirm a CLI Display Module failure.
   a. If the unit still exhibits the failure mode with a known good CLI Display
      Module, then apply normal troubleshooting techniques to identify the
      failed component.
4. Finally, replace the CLI Display Module with a date code of Week 05 '05 or later.

Call Center Action:
When responding to V3 customer problem product inquires related to "No CLI Display"
or "Partial CLI Display", please direct customer return the unit to an authorized service
center for repair.

Service Inventory
N/A
Note: A spare part purge is NOT necessary.

Global Codes
M Claims:

Customer Complaint Codes: DIS01 (Display Secondary - No display)
Problem Found Code: DIS01 (Display Secondary - No display)
Repair Code: RTW02 (Replace Level 2 part - CSB/FSB)
Or
Customer Complaint Codes: DIS02 (Display Secondary - Missing Pixels / Ico)
Problem Found Code: DIS02 (Display Secondary - Missing Pixels / Ico)
Repair Code: RTW02 (Replace Level 2 part - CSB/FSB)