

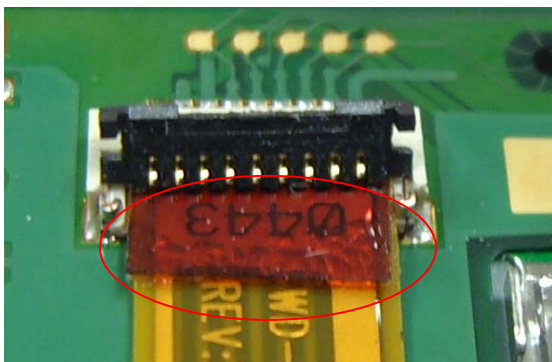
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-290
 Authors: Darwin Garcia
 Date: September 15, 2005
 Total No. of Pages: 2
 Subject: **V3 CLI FPC Inserting Deflective**
 Model Affected: **V3**
 Level of Repair: 3 & 4

Problem

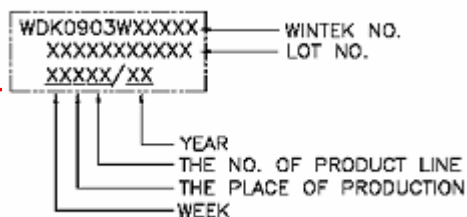
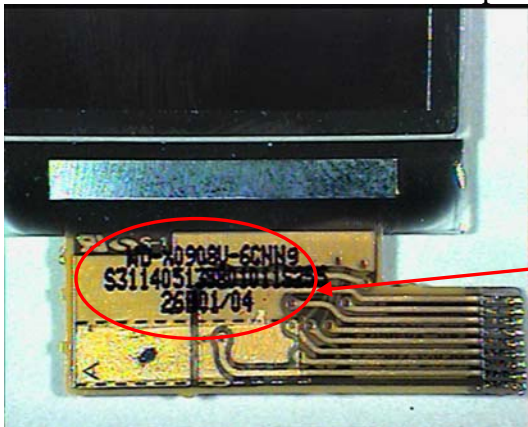
Service has been made aware of a V3 sub-CLI from Sanyo-Epson FPC insert issue causing “No CLI Display” complaints.

The root cause was determined to be the protective board of FPC on the Sub-CLI due to insufficient glue.



Solution

Supplier has changed material of glue to a more stronger adhesive. The corrective action was implemented on 6/26/2005, so all CLI modules manufacture after date code 26XXX/05 has the improvement.



Date Code (3rd Row): **XXXXX/XX**
 Good Date Code: **26XXX/05 and later**



Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048

Field Service Action

Customer Returns:

When servicing affected V3 product returns, with customer complaints of "No CLI Display", then:

1. Confirm the customer complaint
2. Replace the flip assembly 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.

Call Center Action:

When responding to V3 customer problem product inquires related to "No 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)