



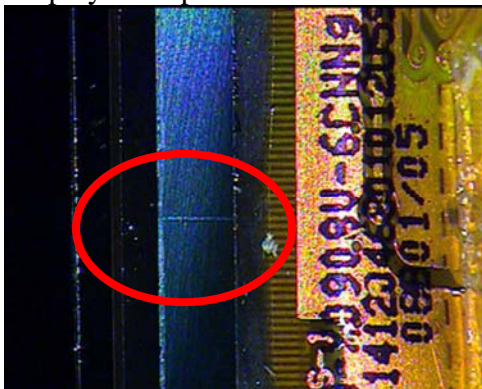
Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-368
Authors: Darwin Garcia
Date: December 15, 2005
Total No. of Pages: 2
Subject: **V3 CLI Crack Driver IC**
Model Affected: **V3**
Level of Repair: 2

Problem

Service has been made aware of a V3 CLI crack driver IC issue causing “No CLI Display” complaints.



The cause of the crack driver IC was determined to be physical force being applied at the CLI lens.

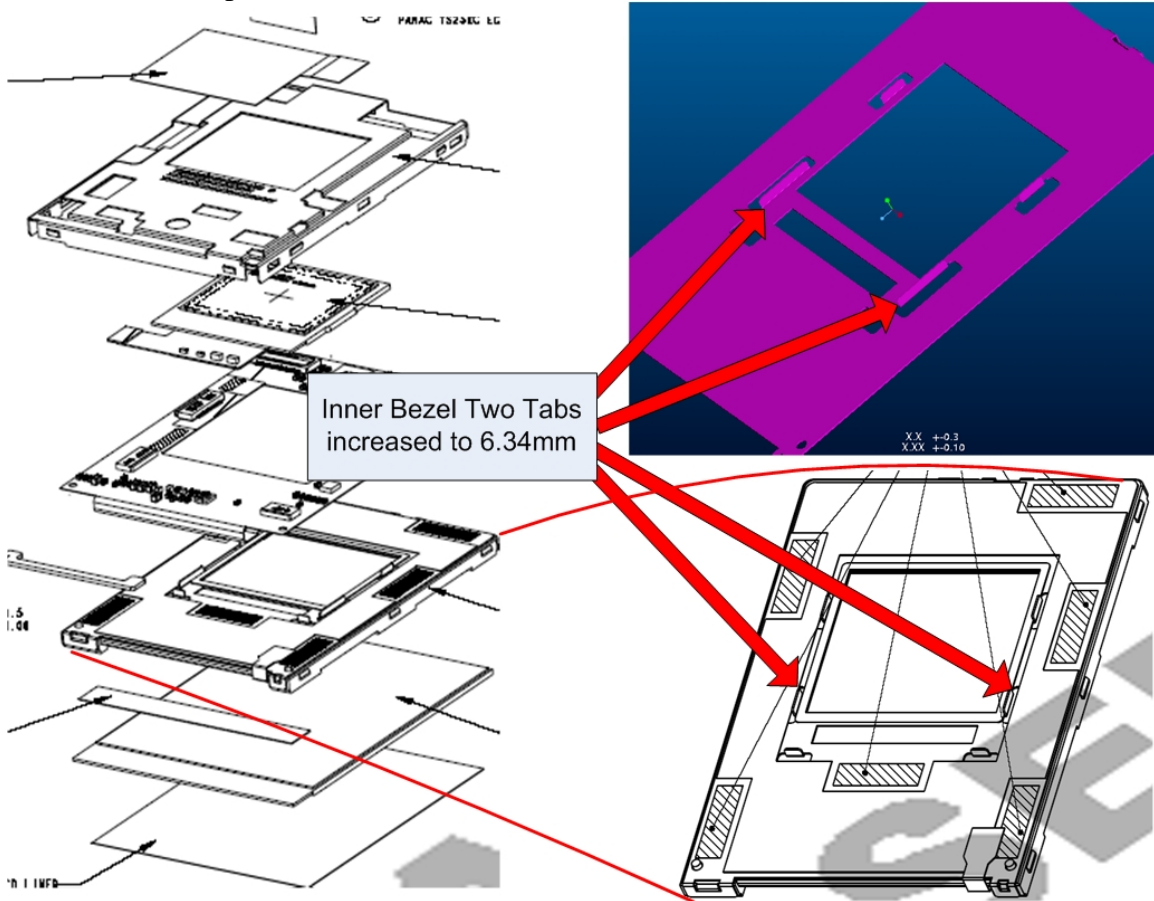


Point of Impact



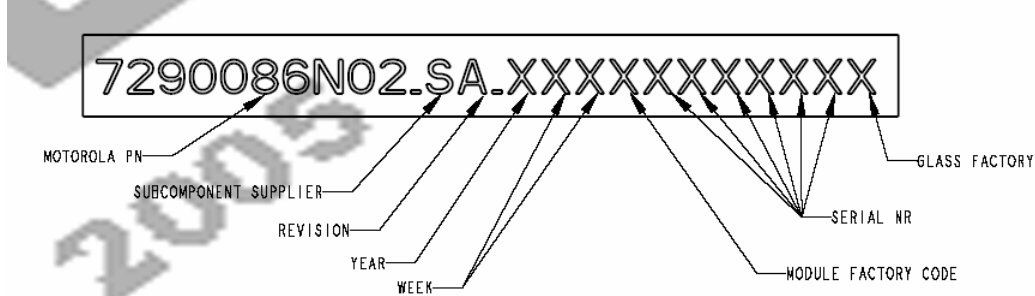
Solution

The inner bezel design of the display module was improved by increasing the height of the two tabs that protect the CLI drive IC to 6.34mm.



The part numbers revisions change to 7290086N01 Rev D for Sanyo (cut over date 12/9/2005) and 7290086N02 Rev A for Sharp (cut over date 12/2/2005).

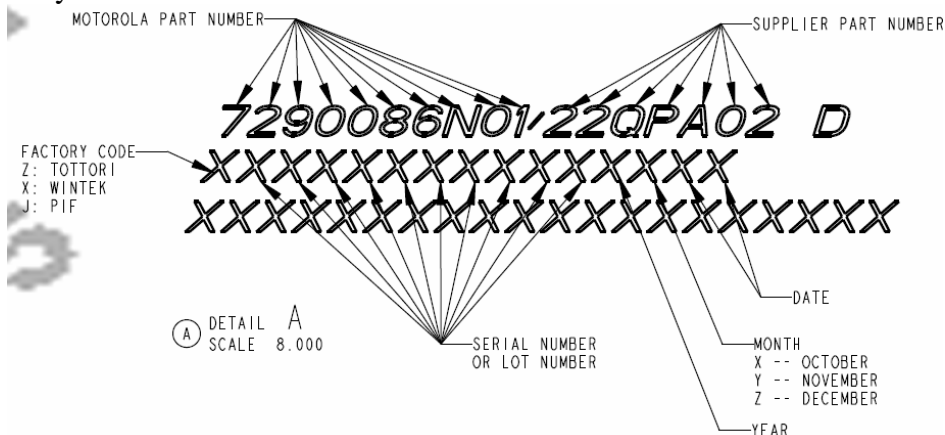
Sharp Date Code Structure





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Sanyo Date Code Structure



Field Service Action

Customer Returns:

When servicing any V3 customer phones with described issue, replace the display module 7290086N01 for Sanyo or 7290086N01 for Sharp.

Note: Sharp display requires SW 42.XX series, order accordingly to current SW approved in your region.

Call Center Action:

Call center should advise callers to send phone for repair.

Service Inventory

New order should be for 7290086N01 Rev D Sanyo and for 7290086N02 Rev A Sharp if available.

Purging or replacing current inventory is NOT required.

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)