

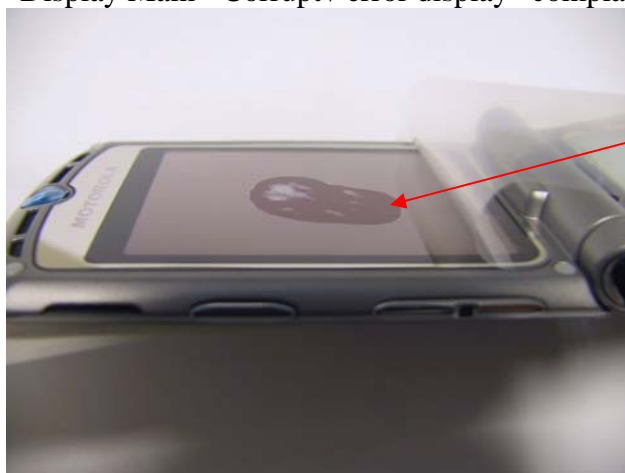
## **FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2006-001  
Authors: Darwin Garcia  
Date: January 9, 2006  
Total No. of Pages: 3  
Subject: **V3 Blotch (Wet Spot) Display**  
Model Affected: **V3**  
Level of Repair: 2

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### **Problem**

Service has been made aware of a V3 Blotch (Wet Spot) Display issue that could cause “Display Main - Corrupt / error display” complaints.



**Wet Spot**

### **Contributing Factors**

#### **Main Lens**

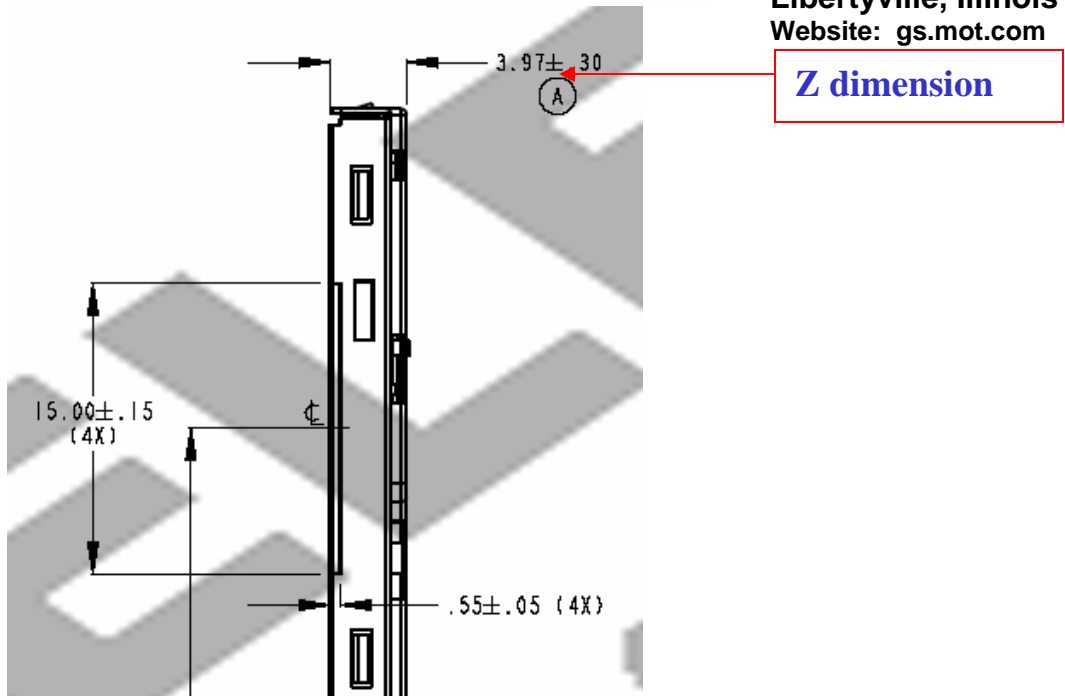
- Second Surface Coating
  - All blotch field failures have the Rev E main lens which has an Anti-Glare coating.
- Adhesive
  - Adhesive was strengthened from Rev D to Rev E to prevent lens lift problem

#### **Display Module**

- All Failures occurred on units with out of spec Z dimension Sanyo displays that fall inside a **Motorola-issued waiver earlier in the product life**, which are due to a long flex.
  - Nominal Z dimension spec for display modules is 3.97 +/- 0.30mm for a max allowable of 4.27mm, but the waiver allows a max Z dimension of 4.90mm.



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 Website: gs.mot.com



Further analysis has shown that disassembling the flip and replacing the main lens (same Rev E) is a sufficient repair action.

**Solution**

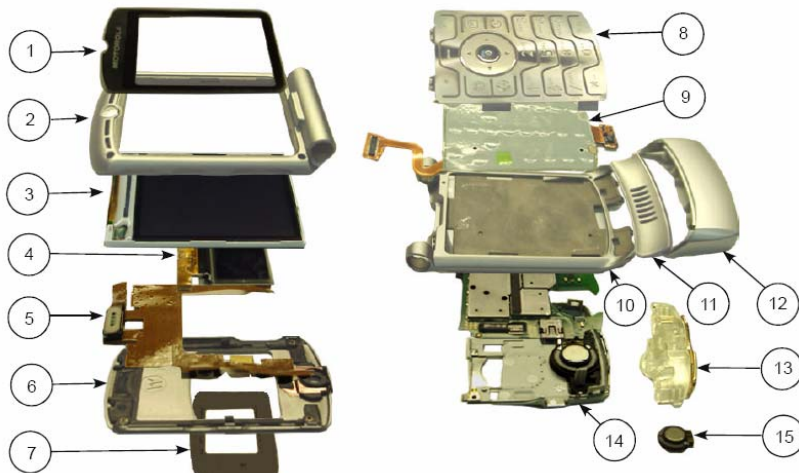
Sharp displays (7290086N02) are within the original specification as no waiver has been issued.

Sanyo (7290086N01) will fix out of spec displays on Razr05 displays in January.

**Field Service Action**

**Customer Returns:**

When servicing any V3 customer phones with described issue, replace the main lens (1 = 6190016N03).





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**Call Center Action:**

Call center should advise callers to send phone for repair.

**Service Inventory**

N/A

Note: No inventory purge is needed.

**Global Codes**

M Claims:

Customer Complaint Codes: DIM03 (Display Main - Corrupt / error display)

Problem Found Code: DIM03 (Display Main - Corrupt / error display)

Repair Code: RTW02 (Replace Level 2 part - CSB/FSB)