

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-044
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Date: February 16, 2006
Total No. of Pages: 4
Subject: **V3 Main LCD Dust Ingress**
Model Affected: **V3**
Level of Repair: 2

Problem

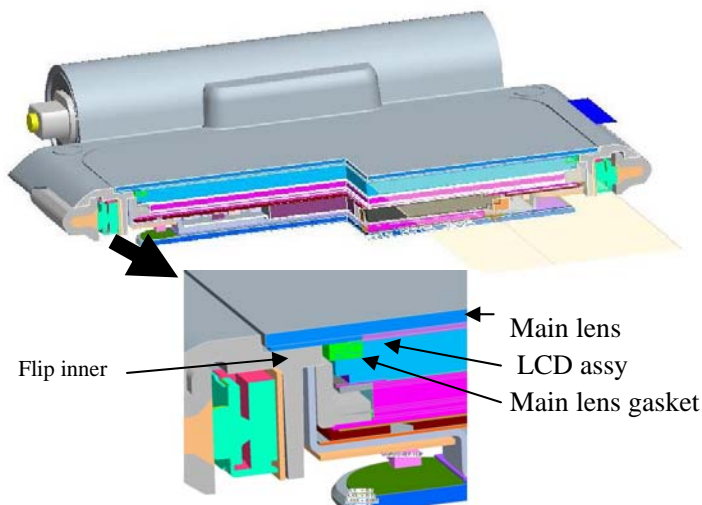
Service has been made aware of a V3 Sharp main LCD dust ingress issue that could cause “Display Main - Dust” complaints.

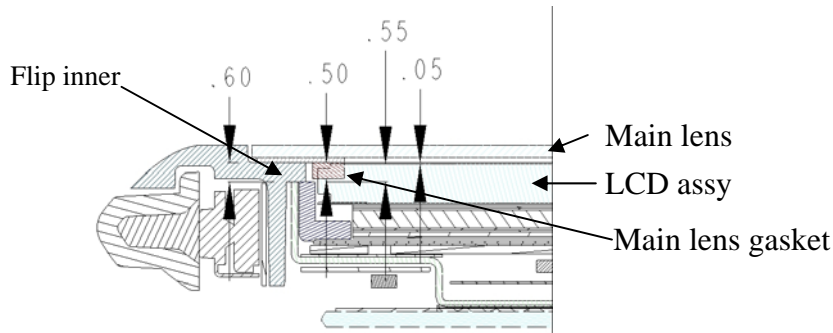


Dust Ingress

Contamination on the displays is predominantly dust and cellulose fibers. These are common environmental materials to which the product will inevitably be exposed during field use.

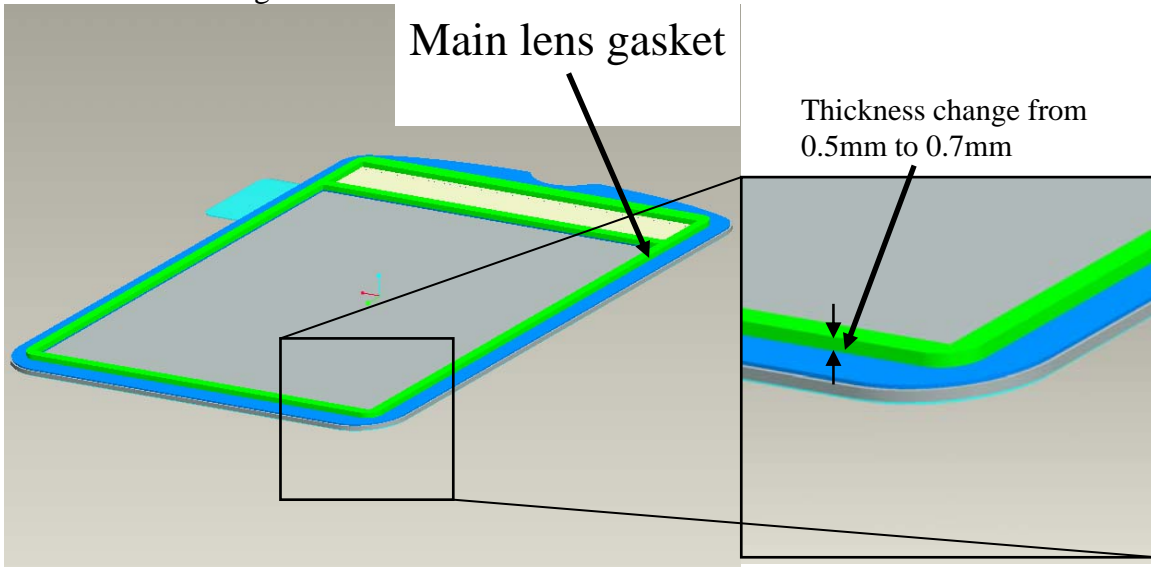
The root cause was glass position within LCD module being lower (away from dust seal) in Sharp displays (7290086N02) due to its stack-up being lower than specification causing less gasket compression which allowed dust to penetrate the seal.





Solution

The main lens dust gasket thickness was increase from 0.5mm to 0.7mm.



The part number for the gasket was change to 3287306Y05, which is part of the new main lens assembly part number **6190016N06** only to be applied on Sharp Displays.

Display Identifiers:

When removing the main lens, Sharp is the only vendor with a label on the display driver IC.



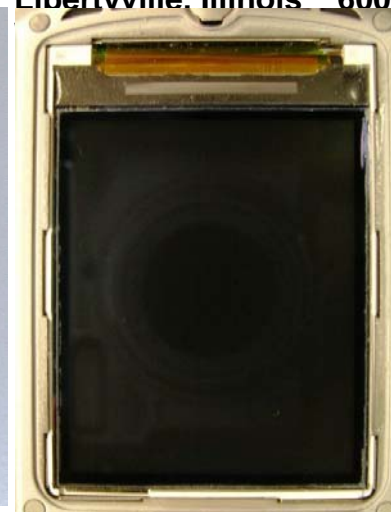
Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048



7290086N02
Note the label on display driver
Supplier: Sharp



7290086N01 & N04
N04 replacing N01
Supplier: Sanyo



7290086N03 & N05
Supplier: Innolux
Difference is display driver
only



7290086N06
Supplier: Samsung
Just recently started
production



7290086N07
Supplier: Wintek
Not yet approved for
production

Sharp display Flip assemblies will cutover to 0.7mm gasket on 2/19/06.

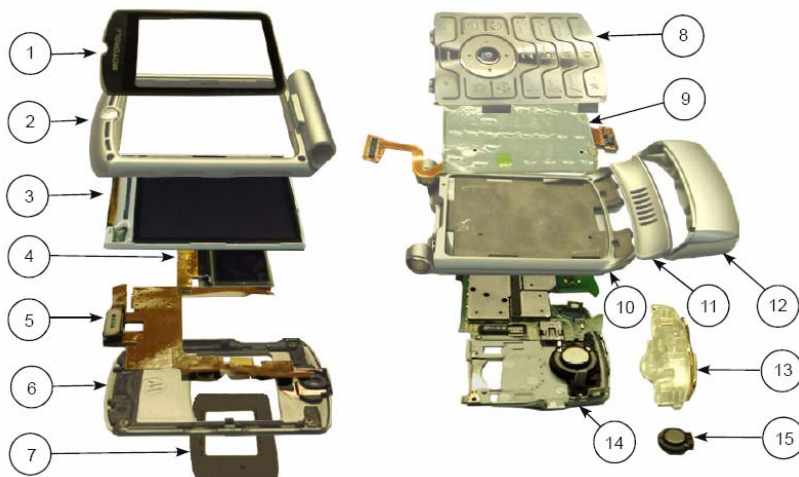
Field Service Action

Customer Returns:

When servicing any V3 customer phones with described issue remove the main lens and identify the vendor, if it is Sharp replace the main lens (1 = 6190016N06), if is not replace with (1 = 6190016N03).



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site: gs.mot.com



Note: Clean any foreign material from the surface of the LCD module using ionized air prior to placing the new lens.

Call Center Action:

Call center should advise callers to send phone for repair.

Service Inventory

New orders for main lens assembly should be for 6190016N06 if available and if Sharp displays are in stock.

Global Codes

M Claims:

Customer Complaint Codes:

Problem Found Code:

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