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CSB-1055-2
 Country : UK
 Date : 11/13/2006
 APC : ALL
 Repair Level : 2

Title V3V3_05 CR - GSM - Dust Under Main Lens -Double Sided Adhesive
 Model Effected V3 & V3_05

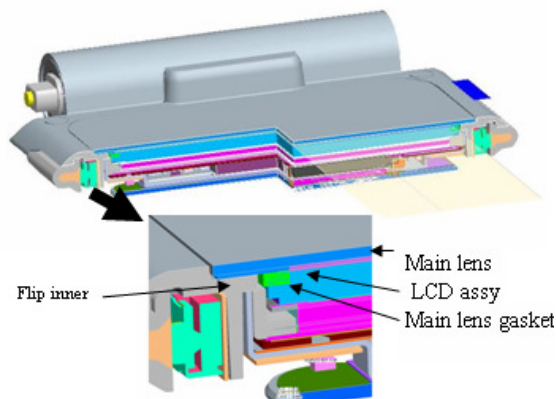
PROBLEM

Service has been made aware of a V3 main LCD dust ingress issue that could cause "Display Main - Dust" complaints mainly affecting Sharp displays. Update of FSB LVCCFSB2006-044. (V3_05 was no impacted by this issue)



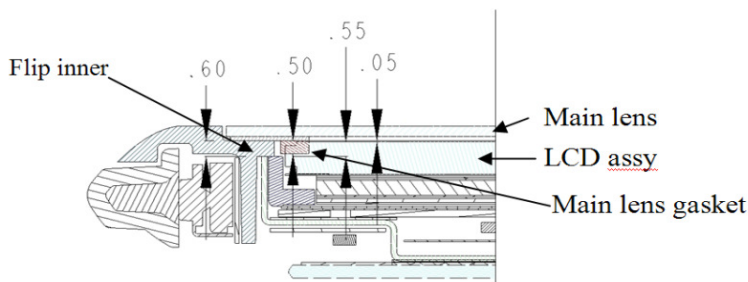
Contamination on the displays is predominantly dust and cellulose fibers. These are common environmental materials to which the product will inevitably be exposed during field use.

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.



Cross-Section Dimensions

LIBERTY
 Websit

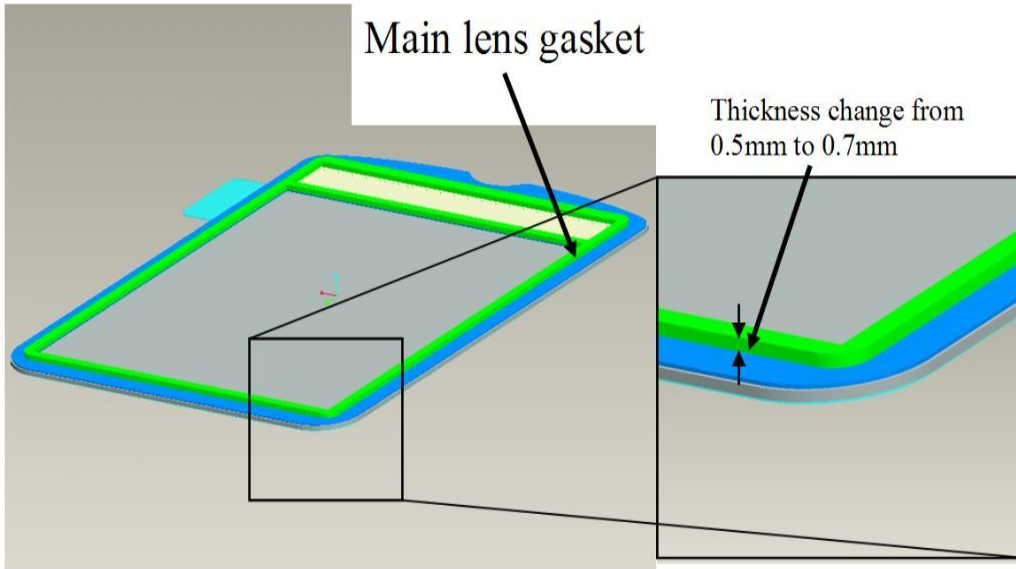


Remaining display suppliers (Sanyo, Samsung, Innolux & Wintek) are also impacted but not as severe as

Sharp display.

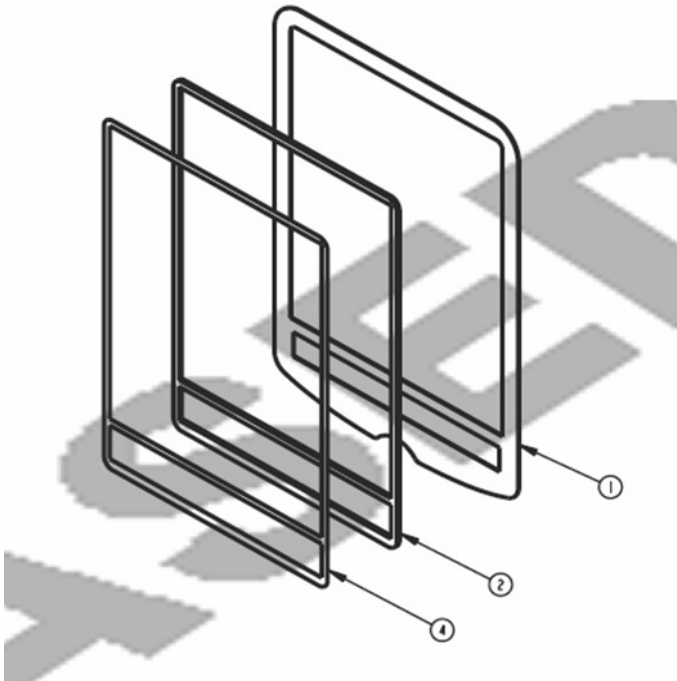
SOLUTION

The initial solution for Sharp display was to increase the main lens gasket thickness from 0.5mm to 0.7mm.



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

The final solution for all display suppliers including Sharp is to make the main lens gasket with double sided adhesive at 0.5mm thickness to improve the seal. The new part number for all displays is 6190016N11.



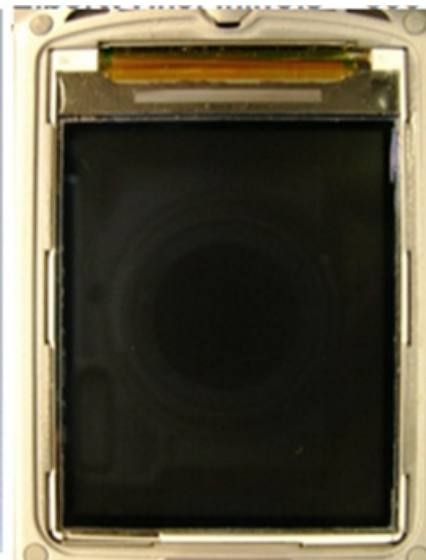
Display Identifiers:
When removing the main lens, Sharp is the only vendor with a label on the display driver IC.



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

Verify the display is approved in your region.

FIELD SERVICE ACTION

After servicing any V3 customer phones with described issue remove the main lens and replace it with (1 = 6190016N11).

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 ENTRY CODE

Global Service Codes

Complaint Code: DIM10 - Display Main - Dust

Problem Found Code: DIM10 - Display Main - Dust

Reference Designator: A - Display

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

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-404
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