



MOTOROLA UK
 REDWOOD
 CROCKFORD LANE
 CHINEHAM BUSINESS PARK
 CHINEHAM
 BASINGSTOKE
 UNITED KINGDOM RG24 8WQ
 CSB-1168-2
 Country : UK
 Date : 11/2/2007
 APC : D54
 Repair Level : 2

Title V3V3 05 CR - GSM - Main Display Crack Driver IC
 Model Affected V3 & V3_05

PROBLEM

Service has been made aware of a V3 & V3_05 Main Display Crack Driver IC issue causing "Display Main - No display & Display Main - Missing Pixels / Icons" complaints.

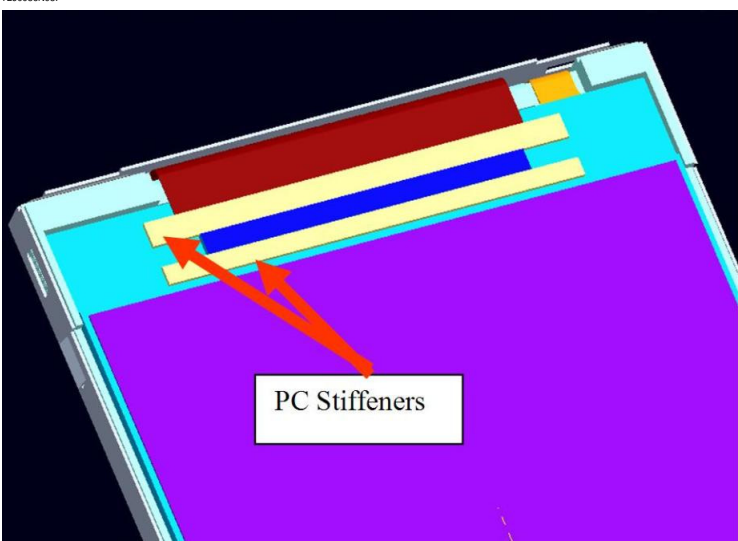


The cause of the crack driver IC was determined to be physical force being applied at the Main lens by the Motorola Logo. Sharp displays are more susceptible to this issue due to its mechanical characteristics.



SOLUTION

PC Stiffeners were added at around IC to increase rigidity on Sharp displays. The part numbers change from 7290086N02 to 7290086N08.



FIELD SERVICE ACTION

When servicing any V3 & V3_05 customer phones with described issue, replace the display module.

Service Inventory

New order should be for 7290086N08 Sharp displays if available.
 Purging or replacing current inventory is NOT required.

CALL CENTER ACTION

Call center should advise callers to send the phone for repair.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: DIM01 - Display Main - No display

Problem Found Code: DIM01 - Display Main - No display

Reference Designator: A - Display

Repair Code: RMP10 - Replace Mechanical Part - CSB/ FSB

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2007-9
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