FIELD SERVICE BULLETIN

FSB Number	FLCCFSB2008 - 4/Rev3
Author	Oke Christiansen
Date	Monday, January 28, 2008
Subject	**3G CDMA GSM - MOTORAZR2 V9 MOTORAZR2 V9m MOTORAZR² V8 - No Display / Keypad / Camera issues due to FM on Flex connectors**
Model Affected	All
Level Of Repairs	2

Problem

Service has been made aware of an issue identified during evaluation of MOTORAZR² V8, V9 and V9m phones. Some units, returned with a customer complaint of Display, Audio, Camera, Vibrator or Keypad failures were traced to Board to Board Connectors which are contaminated with EGC 1702 from coating and/or Flux residue.

Solution

EGC RESIDUE:
- EGC volume is to much which is causing that the EGC will get pulled into the connector. Therefore the EGC volume got reduced several times for optimization.

FLUX RESIDUE:
- Supplier signed a agreement for NO REWORK.

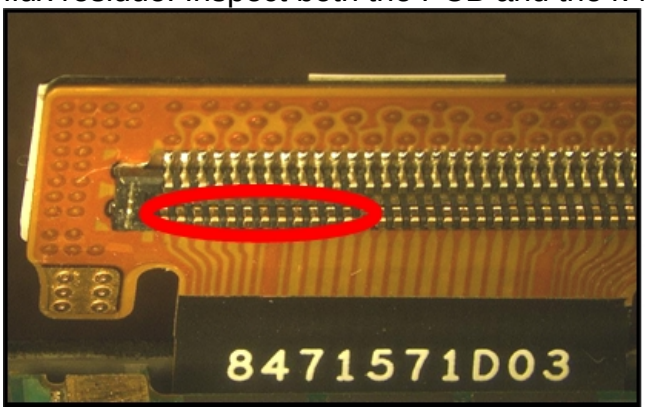
Field Service Action

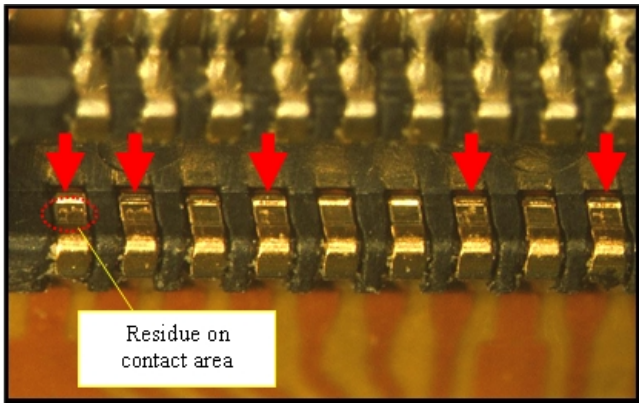
When servicing customer returns with customer complaints of “No Turn On”, “Power Off”, “No Display”, “No Side keys”, “No Keypad”, "No Touch keys" and/or “No Camera,” then:

1. First, verify the customer complaint. Symptoms of flux contamination in the board-to-board connectors may vary. If you see any of the following issues, the root cause may be flux residue contamination:
   No turn on/power off
   No main/CLI display
   Phone panic
   Intermittent side keys
   Intermittent keypad backlighting
   Intermittent keypad key functionality

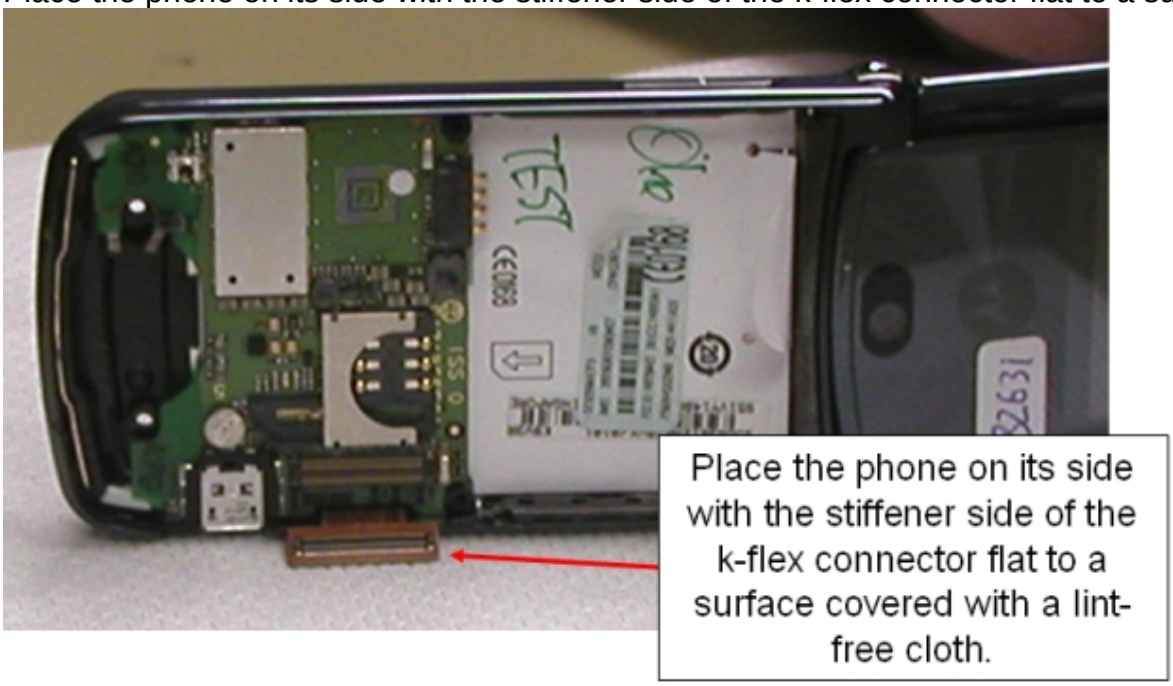
Intermittent camera functionality
Intermittent earpiece audio
Intermittent vibrator
Intermittent capacitive touch keys

2. Very carefully remove the rear housing
3. Open and close the 70-pin connector 3-4 times and check to see if the failure mode is still present after each insertion. If the failure mode disappears, it is very likely the cause is flux or EGC residue contamination.
4. Inspect the 70-pin connector contact pins using a stereo microscope with at the very least 30X magnification. The flux residue contamination is clear and can be very difficult to see. Try tilting the connector as you watch through the microscope, it will help to differentiate the flux residue. Inspect both the PCB and the k-flex sides of the connector.

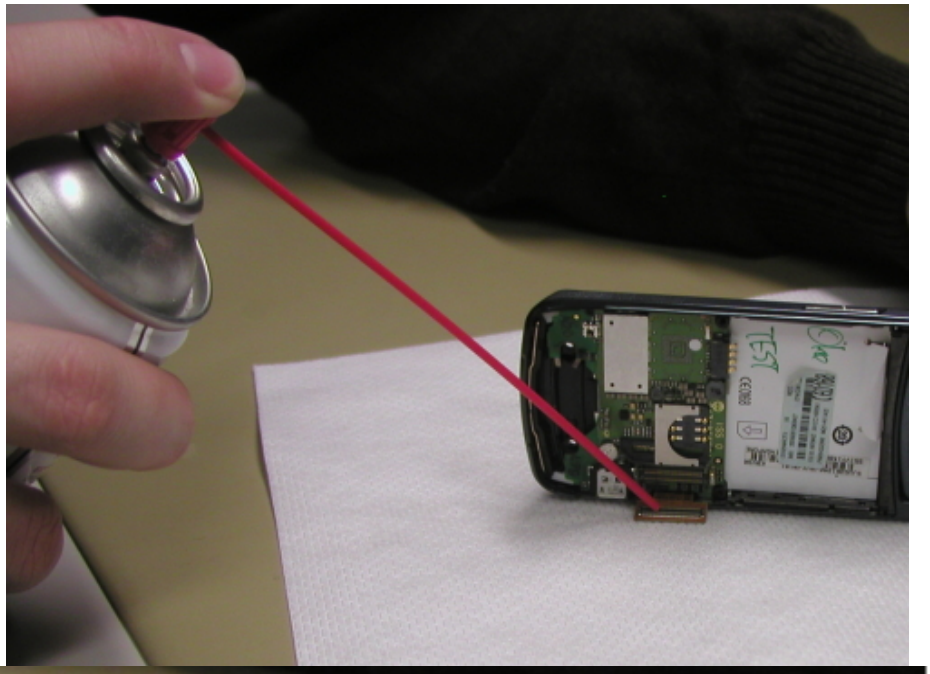


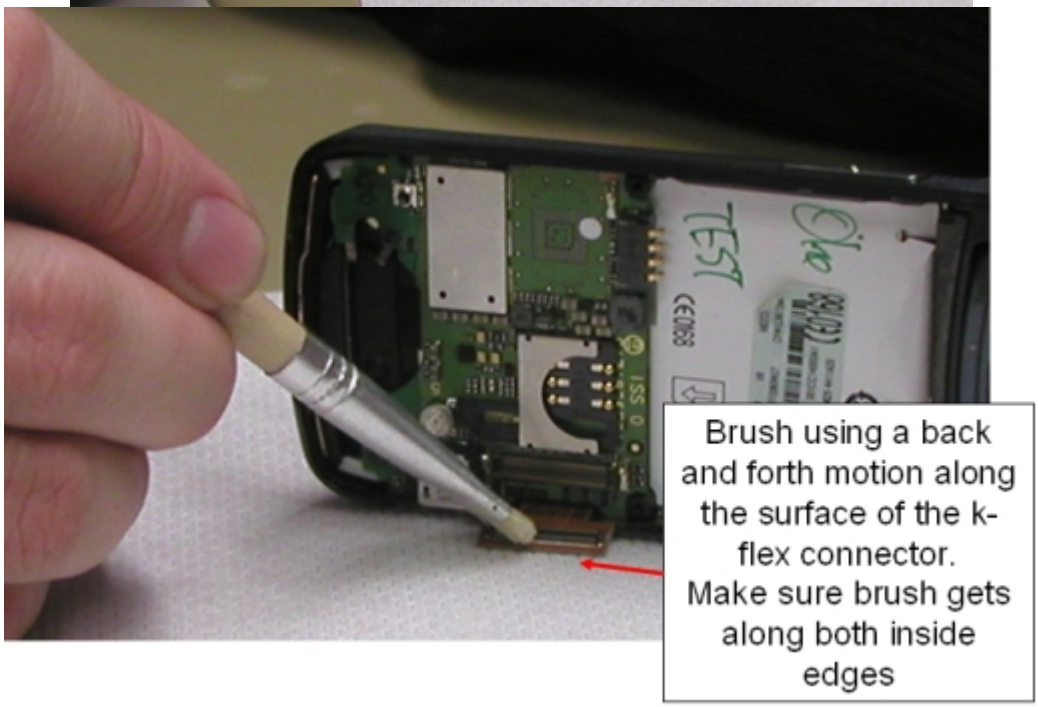


5. Open the phone flip to prevent solvent exposure.
6. Place the phone on its side with the stiffener side of the k-flex connector flat to a surface.



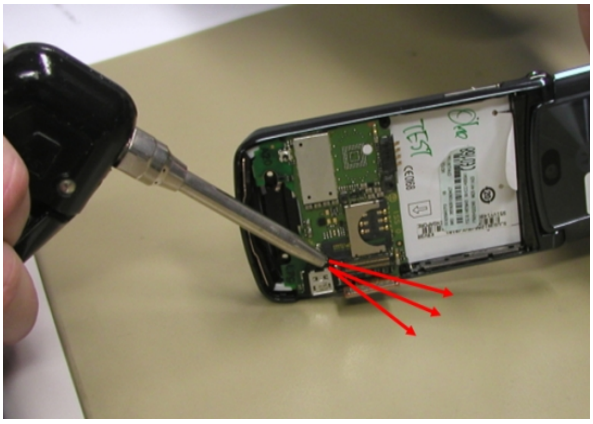
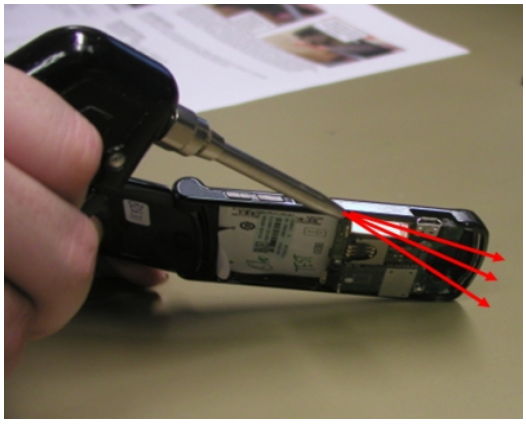
7. Use solvents to clean the 70-pin k-flex connector. We recommend an alcohol blend that is formulated for flux and contamination removal and HFC Solvent Azeotrope. Also there are solvents available with a spray gun attachment for efficient application .Carefully clean the connector holding the brush perpendicular to the surface and using a back and forth motion along the length of the connector. Brush back and forth ~60 strokes on each inside edge of the connector or for ~30 seconds on each inside edge of the connector.



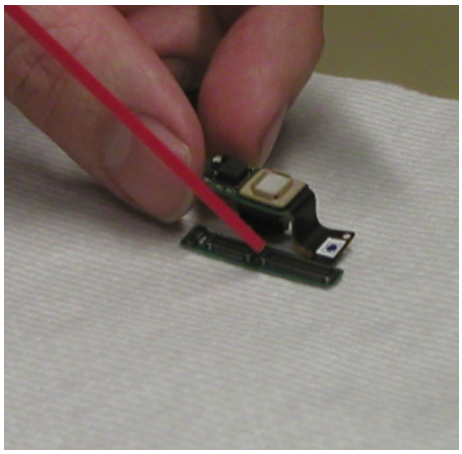
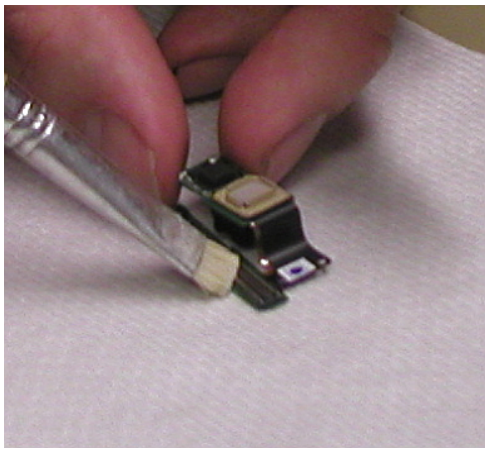


Rinse the connector after brushing once again with the solvent.

8. Blow the connector dry using compressed air or blower, however, be careful not to create static electricity. First dry the stiffener side of the connector and then flip the unit over to dry the connector side. Be very careful to avoid getting any solvent onto other parts of the phone.

9. Once the connector is dry, inspect it using at the very least 30X magnification with a stereo microscope. Check for flux residue. If you still see flux residue, repeat steps 5-9 until you do not see any flux residue.
10. Reconnect the 70-pin connector and check to see if failure mode still exists. If failure mode still exists open the flip housing and inspect the connectors at the I-Flex for the same Flux/EGC contamination (like Step 4).
11. Remove the I-Flex and clean all connectors on the same way like Step 7-9

12. Once full functionality is verified, the phone may be returned to the customer.

Service Inventory

No Action Required

Call Center Action

When responding to customer inquires on phones, where the customer reports intermittent turn ON/OFF, display, keypad, touch key, camera, audio or vibrator problems , inform the customer to return the unit to a Motorola Service Center for repair, per this FSB.

Service Entry Code

Global Service Codes

Complaint Code:

Problem Found Code:

Reference Designator:J - Connector

Repair Code: RAS02 - Reassemble - Clean Contact