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Consumer Solutions & Support
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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006 - 85
Author: Rajesh Verma
Date: March 13, 2006
Total No. of Pages: 2
Subject: GSM L7 – 40 Pin Board-to-Board Connector
Model Affected: GSM L7
Level of Repair: 2

Problem

Service has been made aware of an issue identified during MOL analysis of GSM L7 phones. Some units, returned with various customer complaints including "Bad Display", "Display Flicker", "Display Main – Corrupt / error display", "Turn On/Off –White Display" and "Display Main – No Display" as shown in Figure 1 below, were found to be caused by a poor connection between the Display flex's 40 pin and the J503 PCBA connector as shown in Figure 2 below. Analysis revealed, this issue is caused due to assembly process. If the connector is not fully seated, this may result in an intermittent or latent failure.
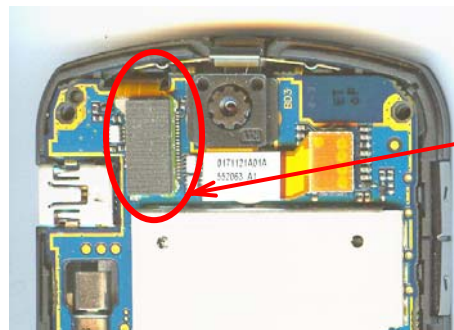
Display 40 pin BTB not fully seated into J503 PCBA Connector

Figure: 1   Figure: 2

Solution

Factory work instructions have been modified starting from March, 20006 to clarify assembly procedures.

Service Action

Customer Returns:
When servicing GSM L7 customer returns with a MOS of March 2006 or earlier with customer complaints such as

- Turn On/Off – White Display
- Display Main – No Display
- Bad Display
- Display Flicker
- Display Corrupt / Error
  1. Verify the customer complaint. If the complaint is confirmed then

2. Disassemble the unit and ensure that the Display 40 pin BTB is fully seated into J503 PCBA connector
3. Remove the Display flex connector and reseat into J503 if necessary
4. Reassemble the unit, and verify that customer complaint is fixed
5. If the unit still displays the original failure symptom after repair, then follow normal troubleshooting and repair techniques to repair the phone per the customer complaint.

Service Inventory:

N/A

Call Center Action

When responding to customer inquires on the GSM L7 product, with various customer complaints including "Bad Display", "Display Flicker", "Display Main – Corrupt / error display", "Turn On/Off – White Display" and "Display Main – No Display", please instruct them to send the phone to a Motorola authorized repair center for repair.

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Service Entry Codes

Global M-Claims Codes:

Customer Complaint Code: DIM01   (Display Main – No Display)
Problem Found Code: DIM01   (Display Main – No Display)
Reference Designator Code: J (Connector)
Repair Code: RAS04 (Reassemble - CSB/FSB)

NA M-Claims Codes:

Customer Complaint Code: DIM01   (Display Main – No Display)
Problem Found Code: DIM01   (Display Main – No Display)