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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2003-102
Author: Tony Bryan
Date: October 24, 2003
Total No. of Pages: 3
Subject: **GSM Triplets - Side Key Flex Connectivity**
Model Affected: V300
Level of Repair: 2

Problem

Service is aware of a connectivity issue with the (8489088N01) Side Key Flex on GSM V300. Electrical failures for Side Key-No Function, seen in Factory and ALT Testing, have been linked to a connectivity issue between the Side Key Flex and the contacts on the PCB. The majority of the failures were contributed to the adhesive backed flex.

Solution

STEP 1: Manufacturing will be switching over from the current (8489088N01) part to a no-adhesive part (8489088N02) and will modify existing (8489088N01) stock by removing the adhesive at the contacts.

See Diagram 1.0.

STEP 2: Addition of 5mm Poron Pads (7589188N02) placed on top of the reworked Side-Key Flex at the electrical contact points to improve mechanical connection.

Note: The 5mm Poron Pads can be cut from the original 7mm Poron Pad (7589188N01).

See Diagram 2.0

Approximately 2,200 V300 TMO units were shipped to EMEA with the original (8489088N01) Side Key Flex, without the rework.

LONG-TERM:

Release of the Rev C Front Housing (0189211N01) with additional board supports, at the electrical contacts, to improve robustness of system



STEP 1:

Peel back the tab of the wing to remove the adhesive from the the flex.
Do not cut the tab as this may damage the flex.

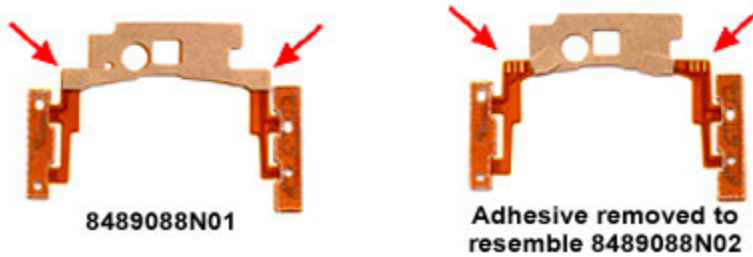


Diagram 1.0 Adhesive Removal

Special Note:

1. Modify the adhesive on the side flexes by removing a portion of it.
2. To remove the portion of adhesive from the side flex, peel back the wing of the backing paper and use a black stick to scrape away the adhesive from the area in the picture below.
** DO NOT CUT THE BACKING PAPER OR USE A KNIFE TO REMOVE THE ADHESIVE AS THIS MAY DAMAGE THE FLEX.
3. Afterwards, use an alcohol wipes to thoroughly clean the area of adhesive and debris.
** THIS MODIFICATION SHOULD MAKE THE N01 SIDE FLEX NOW RESEMBLE THE N02 SIDE FLEX.

STEP 2:



Diagram 2.0 Poron Pad Placements

Special Note:

1. If using the 7589188N02 5mm Poron Pad, go to Step 4.
 2. Start with 7mm Poron Pad 7589188N01
 3. Cut pad length from 7mm to 5mm
 4. Place on flex per picture shown
- **INSURE THAT THE PAD DOES NOT EXTEND BEYOND THE EDGE OF THE FLEX ON ANY ONE SIDE.



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Field Service Action

Customer Returns:

When servicing GSM V300 customer returns with a customer complaint relating to Side-Key function, check to make sure the Side-Key Flex is the (8489088N02) no-adhesive part or has had the rework detailed above. If the Side-Key Flex is the original N01 part and has not had the rework, please perform the rework as detailed above.

Service Inventory:

Stock Inventory of the 5mm Poron Pad (7589188N02)
Stock Inventory of the 8489088N02 no-adhesive Side-Key Flex for field replacement on GSM V300

LONG-TERM:

Stock Inventory of the Rev. C Front Housing (0189211N01), with added board supports, when available.

Call Center Action:

When a customer contacts the Motorola Call Center with Customer Complaint of "Side-Key - No Function" then it should be communicated to the customer to have the unit repaired, per this FSB, at an Authorized Motorola Service Center.

Service Entry Codes

Please ensure that repairs of this type are logged on the Service database as follows:

Global M-Claims Codes:

Customer Complaint Code: SIK01 (Side Keys-No Function)
Problem Found Code: SIK01 (Side Keys-No Function)
REF Designator Code: FLEX
Repair Code: RAS04 (Reassemble CSB/FSB)

EPPRS Codes:

Customer Fault Code: 77 (Volume/Smart Buttons)
Repair Code: 43 (Volume/Smart Button Contacts Faulty)

Asia Codes:

Fault Code: 08 (No Keypad Op.)
Repair Code: 07 (Mechanical Repair)