



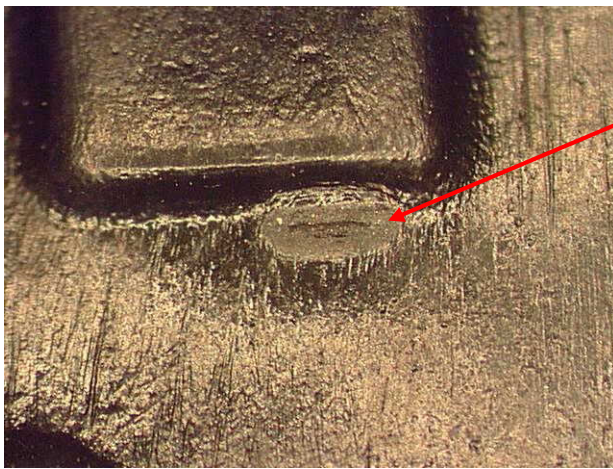
**FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2003-129  
Author: Tony Bryan  
Date: December 05, 2003  
Total No. of Pages: 4  
Subject: **GSM V300 Flip Assembly (C56-CLI Chassis Short)**  
Model Affected: V300  
Level of Repair: 3

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**Problem**

Service is aware of an issue identified during the 1<sup>st</sup> 200 NPI Analysis on V300. Some units, returned with a customer complaint of “Can’t Switch Phone On”, “No Display Backlights”, or “Will not Charge Battery, were found to draw excessive current (1.25mA) when plugged into an external power supply. Analysis revealed a short, internal to the Flip Assembly, on the B+ Line to be the cause. The short occurs as a result of the CLI Chassis (0788807N01) design not allowing the proper amount of clearance for C56, a filter cap on the B+ Line. After assembly, torque on the Flip Assembly causes the CLI Snubber to be pierced by C56, which allows the capacitor to short to the CLI Chassis (0788807N01). This results in the radio drawing 1.25 amps, as well as shorting out the backlights for both the Main and CLI Displays. See Figure 1.0 below.



**Damaged CLI Snubber at the point of the short C56**

Figure 1.0 - CLI Snubber damaged by C56



**Solution**

**SHORT-TERM:**

This issue was identified by the factories during initial production builds of V300. A rework procedure was developed and released, as of October 3<sup>rd</sup> 2003, to the suppliers to be implemented in 100% of all production flip assemblies. A total of 10,000 assembled V300 units were quarantined in the factories to have this rework. See detailed rework instructions below in Figure 2.0.

**Kapton Tape Rework Procedure**

*Kapton Tape (1190142N01) Dimensions: 13.0mm x 8.5mm, 0.08mm thick*

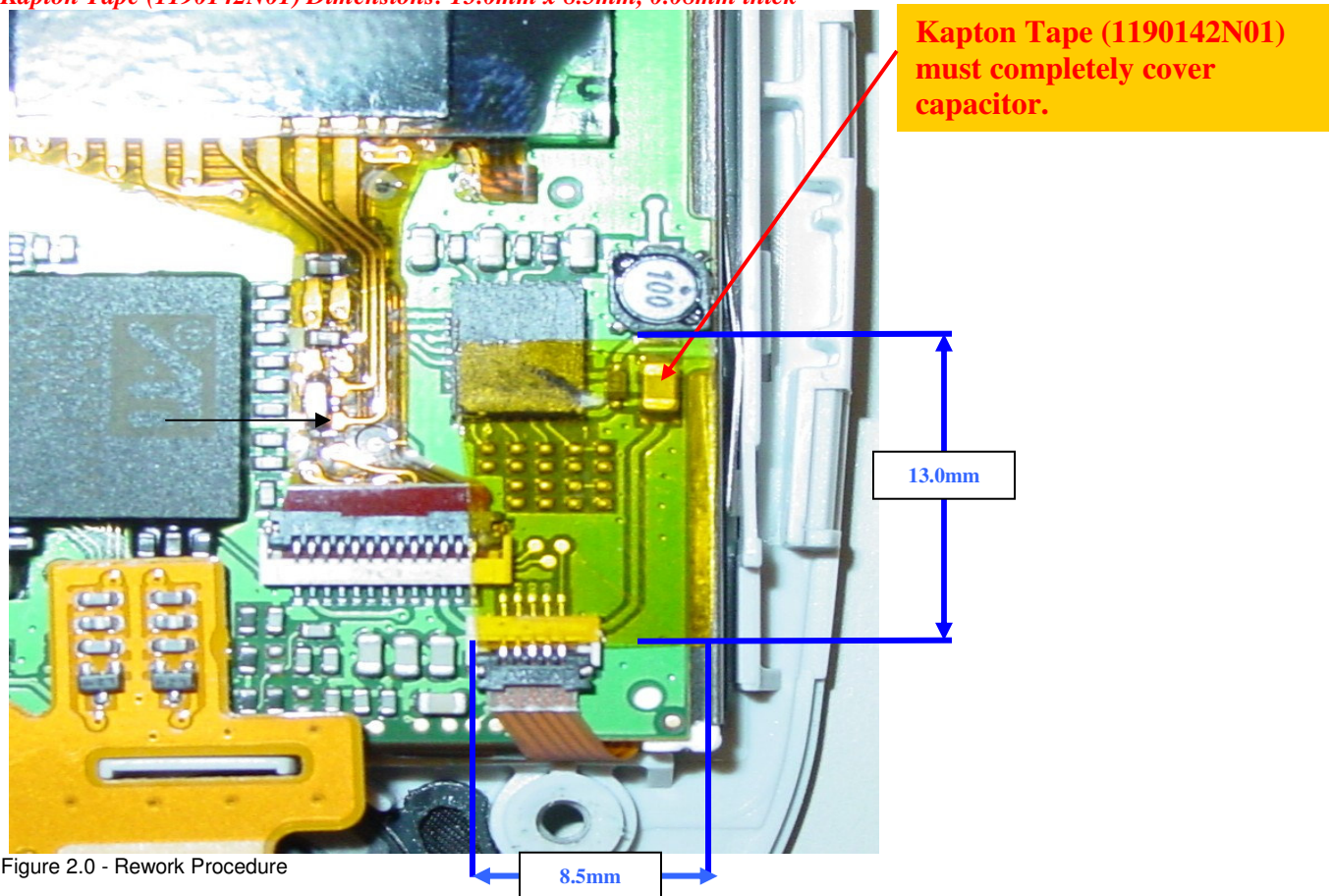


Figure 2.0 - Rework Procedure

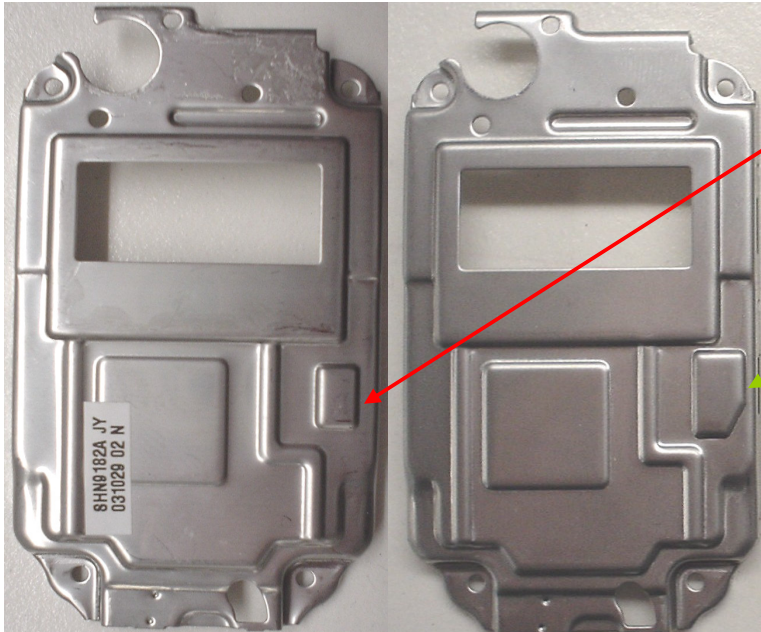
**LONG-TERM:**

Redesign of CLI Chassis (0788807N01) Rev. E to allow additional clearance for C56. See Figure 3.0 below. Tooling for Rev. E chassis is in place at the suppliers and pilot builds have been completed of the Rev. E chassis as of 11/14/03. Production is scheduled to cut over to the Rev. E Chassis by the 1<sup>st</sup> week in January.



Current Rev. D Chassis

NEW Rev. E Chassis



**Capacitor interferes with chassis.**

**Additional clearance for capacitor added to chassis.**

Figure 3.0 - Redesign of CLI Chassis

### **Field Service Action**

#### **Customer Returns:**

##### **SHORT-TERM:**

When servicing GSM V300 customer returns with a customer complaint of “Can’t Switch Phone On”, “No Display Backlights”, or “Will not Charge Battery”, then:

1. Power up the phone using an external power supply and verify the following symptoms: Unit Powers up and you hear wake-up tones but there is no backlights on the Main and CLI Displays. Unit draws approx. 1.25mA from the supply.
  - a. If the unit displays these symptoms, then disassemble the unit and flip assembly and perform the Kapton Tape Rework Procedure shown in Figure 2.0 above.
  - b. If the unit does not display these symptoms, then proceed with normal troubleshooting techniques as per the customer complaint.

***NOTE: All GSM V300 customer returns, that require the flip assembly to be disassembled, should be visually inspected to confirm proper placement of the Kapton Tape over C56 or the Rev. E CLI Chassis prior to being re-assembled.***



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**Service Inventory:**

**SHORT-TERM:**

Stock Inventory of the Pre-Cut Kapton Tape (1190142N01) for Rework

**LONG-TERM:**

Stock Inventory of the improved design CLI Chassis (0788807N01-Rev.E), when available, for field replacement

**Service Entry Codes**

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

**Global M-Claims Codes:**

**Customer Complaint Codes:**

CHG01 (Charging-Does Not Charge)

DIM08 (Display Main-No Backlight)

DIS07 (Display Secondary-No Backlight)

TON01 (Can't Switch Phone On)

**Problem Found Code:** DIM08 (Display Main-No Backlight)

**REF Designator Code:** FLIP (Flip)

**Repair Code:** RAS04 (Reassemble CSB/FSB)

**EPPRS Codes:**

**Customer Fault Code:** 42 (Faulty Display-Missing Backlights)

**Repair Code:** 24 (Flip Module-Electrically Faulty)

**Asia Codes:**

**Fault Code:** 20 (No Backlights)

**Repair Code:** 07 (Mechanical Repair)