



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2003-99 (Rev. A)
Author: Tony Bryan
Date: October 17, 2003
Total No. of Pages: 4
Subject: **Triplets Display Flex Connector**
Model Affected: V300, V303, V400, V500, V525
Level of Repair: 2

Problem

Service is aware of an issue with the Display Flex Connector on GSM Triplets Products. Various electrical failures, seen in ALT Testing after Drop Test, have been linked to a connectivity issue between the Display Assembly and the PCB at the J1300 connector. Failures are seen when the Display Flex becomes partially or completely separated from the J1300 connector.

Solution

SHORT-TERM:

Manufacturing implemented the placement of a Poron Pad (7589188N01) directly on top and centered on the Display Flex at the connector. The added Poron Pad increases the pressure applied to the connector when assembled and reduces the chances of the Display Flex separating from the J1300 connector in the field. Diagram 1.0 below shows placement of the Poron Pad.

LONG-TERM:

A re-design of the original metal SIM Chassis (0188940N01) has been implemented in production as of 1/26/2004. The new (0188940N02) Rev. E design includes three dented areas that extend further into the housing to add the appropriate amount of pressure to the connector to eliminate this type of failure. Placement of the Poron Pad is not compatible with the new (0188940N02) Rev. E SIM Chassis.

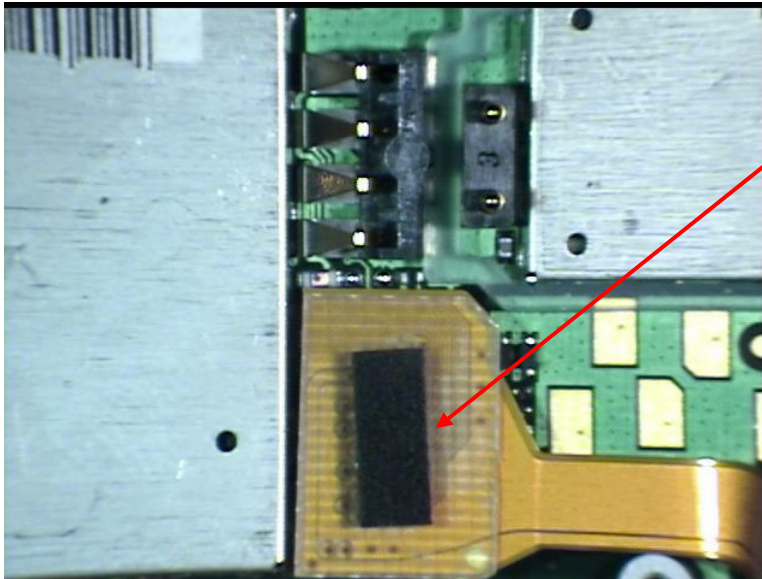
Note: Also contained in the new Rev. E design is a critical ESD improvement that must be implemented on all existing Rev. A Triplets models. See LVCCFSB2004-22

Diagram 2.0 below shows a sample of the new (0188940N02) Rev. E SIM Chassis with the improved design.



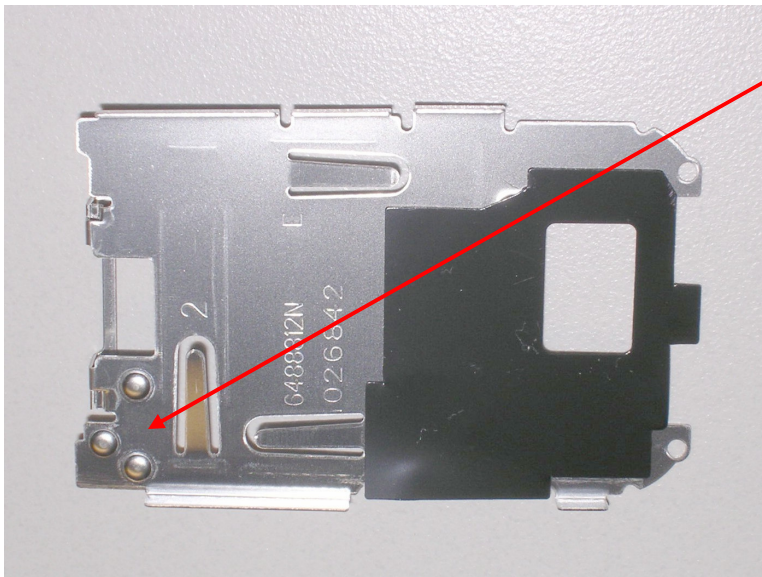
MOTOROLA
intelligence everywhere™

Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com



Special Note:
Poron Pad should be placed centered across the top of the Display Flex at the connector

Diagram 1.0 Poron Pad Placement



Special Note:
New Design with Three Dented Areas to apply pressure to connector

Diagram 2.0 New Rev. E SIM Chassis Design

Field Service Action

Customer Returns:

When servicing any GSM Triplets Product customer return with a customer complaint relating to a defective flip assembly (i.e. Display, CID Display, SPKR, VIB, etc...), then:

1. Disassemble the unit
2. Verify the Display Flex is properly seated in the J1300 connector and repair if necessary
3. Remove the existing Poron Pad from the Flip Assembly Connector
4. Replace the existing metal SIM Chassis with the improved Rev. E Design
5. Reassemble and Relabel unit
6. Perform all necessary testing to ensure the units has been successfully repaired.
 - a. If unit continues to exhibit the original symptoms, then proceed with normal troubleshooting techniques as per the customer's complaint.

Service Inventory:

Existing inventory of the original Rev. A Design (0188940N01) Sim Chassis should be removed and replaced with the improved (0188940N02) Rev. E Design.

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:

ALT11 – No Vibrator
AUD01 – No Earpiece Audio
DIMxx – Display Main
DISxx – Display Secondary
TON01 – No Turn On
ACC09 – Camera No Operation

Problem Found Code:

ALT11 – No Vibrator
AUD01 – No Earpiece Audio
DIM01 – Display Main Blank
DIS01 – Display Secondary
ACC07 – Camera No Operation

REF Designator Code: J - Connector

Repair Code: RMP10 – Replace Mechanical Part CSB/FSB



MOTOROLA
intelligence everywhere™

Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

Asia Codes:

Fault Code:

- 06 – No Display
- 13 – No Tx/Rx Audio
- 23 – No Vibrator
- 21 – Flip No Function (Camera)

Repair Code: 07 – Mechanical Repair

PRC Codes:

Fault Code:

- 06 – No Display
- 13 – No Tx/Rx Audio
- 23 – No Vibrator
- 21 – Flip No Function (Camera)

Repair Code: 706 – Mechanical Repair