

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-7
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Date: January 10, 2005
Total No. of Pages: 3
Subject: Ramless TMR Display (7287946Y01) – White Main Display
Phone Models: GSM Triplets: V400, V500, V505, V525, and V400p
GSM Triplets Refresh: V550, V545
GSM San2rini: V547, V551
Level of Repair: 3

Problem

Service is aware of an issue, identified in recent pre-launch ALT Drop Testing of the Samsung Ramless TMR Display (7287946Y01). This issue was also confirmed on some field return units with customer complaints of “Intermittent White Main Display”. Failure occurs after a drop impact to the side of the flip while phone is in an active state. Under this circumstance it is possible for the tail of the display hinge flex to impact, and damage, a discrete (Zero Ohm) resistor on the display board. This missing resistor will result in a very intermittent white main display failure. See Fig. 1.0 Below.

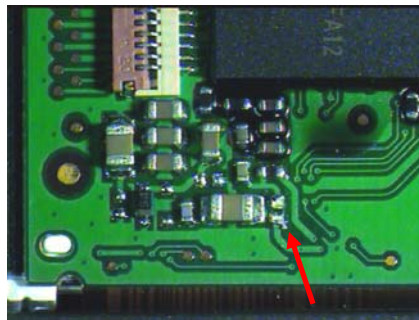


Fig. 1.0 – Missing (Zero Ohm) Resistor



Fig. 2.0 - Kapton Tape (1190142N01) Dimensions: 13.0mm x 8.5mm, 0.08mm thick

Field Service Action

Customer Returns:

When servicing affected GSM customer returns, with customer complaints of “Intermittent White Main Display”, then:

1. Confirm the customer complaint is related to this issue.
 - a. If the customer complaint is determined not to be related to this issue, then follow normal troubleshooting techniques per the customer complaint.
2. Repair the defect by one of the following methods.
 - a. Replacing the missing resistor utilizing a scrap display, if available.
 - b. Insert a solder short between the two pads where the resistor should be. (See Fig. 3.0 Below)
 - c. Replace the display
3. Reassemble, placing Kapton Tape over affected area, and completely retest to confirm unit is properly repaired.

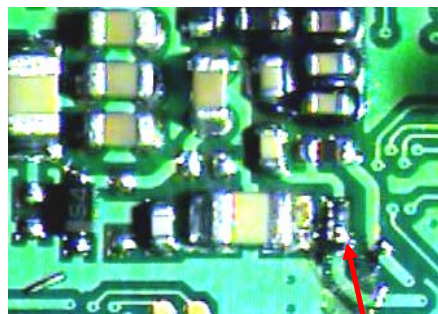


Fig. 3.0 –Solder short across pads

When servicing affected GSM customer returns, regardless of customer complaint, which require the flip to be disassembled, then:

1. Inspect the display module to ensure tape is placed properly over the affected area.



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

Call Center Action:

No Action Required

Service Entry Code

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

Global M-Claims Codes:

Customer Complaint Code: DIM03 (Display Main – Corrupt/Error Display)

Problem Found Code: DIM03 (Display Main – Corrupt/Error Display)

Reference Designator Code: R (Resistor – Fixed/Variable)

Repair Code: REP06 (Replace Electrical Part – CSB/FSB)

PRC E-Service Codes:

Problem Found Code: 3003 (Display Main – Corrupt/Error Display)

Repair Code: 1206 (Replace Electrical Part – CSB/FSB)