



**MOTOROLA**

Customer Support Russia and CIS Region

## Service Bulletin RU\_SB013

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**Date:** 2003-12-29  
**Subject:** Triplets Display Flex Connector  
**Rating:** Level 1 & 2 Authorized

**Products:** V300, V500, V525

**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 has 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. Please see Diagram 2.0 below for proper placement of the Poron Pad.

LONG-TERM:

A re-design of the original metal SIM Chassis (0188940N01) has been requested by Hardware Development and will be implemented in manufacturing as soon as material with the new design is available. The new design will include 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. Diagram 3.0 below shows a sample of the SIM Chassis with the improved design.

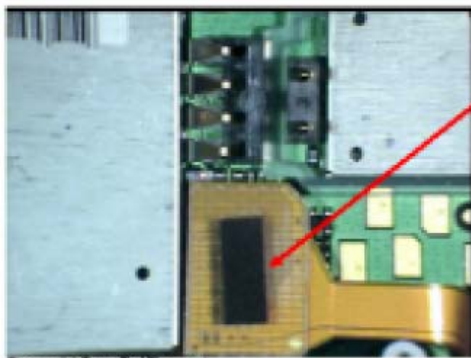


Diagram 2.0 Poron Pad Placement

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

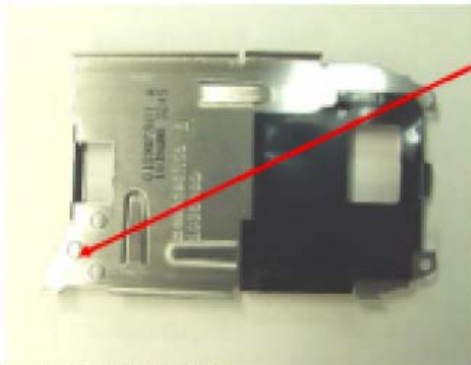


Diagram 3.0 New SIM Chassis Design  
NOTE: Image shows a V300 SIM Chassis and the Part Number is not valid!

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

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