

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-63
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Date: March 31st, 2004
Total No. of Pages: 2
Subject: **GSM V600 - CLI Lens**
Model Affected: GSM V600
Level of Repair: 2

Problem

Service is aware of an issue affecting some CLI Lenses (6187309Y01/Y02/Y03) on GSM V600, shipped to EMEA during the months of December 2003 through March 2004. The affected lenses start to show a visible cosmetic defect, micro cracking at the hinge, after periods of use. The cracks originate at the top-left edge of the lens and propagate along the edges thru part mid-plane. See Diagram 1.0 below for an example of this defect. Analysis has revealed the cracking to be caused by molded-in stresses, which manifest after time and stabilize once the stresses have been relieved. The root cause of the molded-in stresses is related to process timing issue at the supplier between the filling of the mold and the IMD Decoration process.

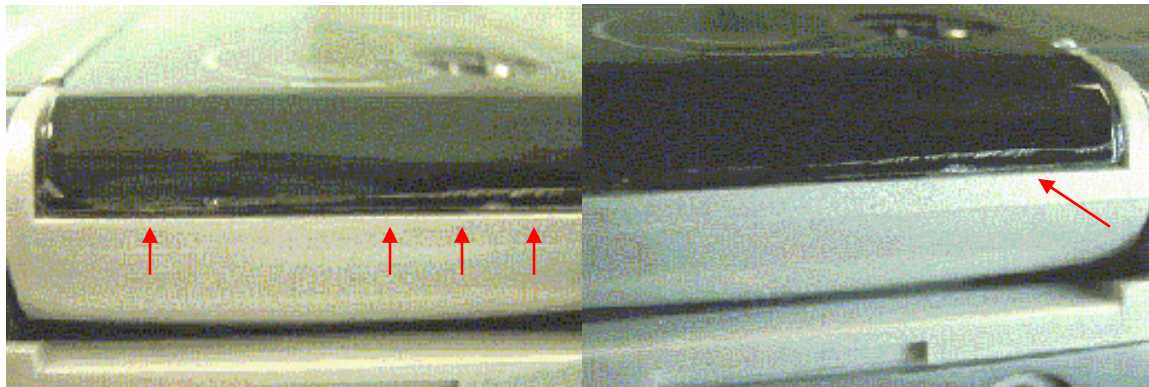


Diagram 1.0 - V600 CLI Lens with micro cracking at hinge

Solution

Containment Action (3/8/04): All material aged less than 60 days has been returned to the supplier for annealing process and screening. All material aged more than 60 days has been 100% screened for this defect.

Corrective Action (3/10/04): An annealing process has been implemented at both lens suppliers to relieve molded-in stresses. Annealing process consist of baking the lens in an oven for a time period determined by the cycle-time of the suppliers' molding processes. Engineering is evaluating a material change for the lens to Acrylic.



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Service Action

Customer Returns:

When servicing any GSM V600 customer returns with a MOM (Month of Manufacture) prior to April 2004, regardless of customer complaint, then:

1. Visually inspect the CLI Lens for the defect detailed in Diagram 1.0 above
2. Replace the CLI Lens if needed. Refer to the V600 CLI Lens Replacement Procedure.

Link to V600 CLI Lens Replacement Procedure:

http://ss.css.mot.com/gsm_root/data_Level12/docs/V6CLLeRe_V600_NA_C_L12_1.0_040331163346.PPT

Service Inventory:

Please purge all existing inventories of the V600 CLI Lenses (6187309Y01/Y02/Y03). Material should be returned to the supplier for the annealing/screening process. See information below to contact CTE and determine the process for returning this material to the supplier.

Process is still being defined - A revision to this FSB will be made when process is finalized.

Call Center Action

When responding to GSM V600 customer problem product inquires related to cosmetic issues with the CLI Lens, please direct customer to have their phone serviced per this FSB.

Service Entry Code

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

Global M-Claims Codes:

Customer Complaint Code: DIS11 (Display Secondary- Lens Broken)

Problem Found Code: DIS11 (Display Secondary- Lens Broken)

REF Designator Code: LENSCL (CLI Lens)

Repair Code: RPT07 (Replace Part - Broken/Cracked)

Asia Codes:

Fault Code: 24 (Lens Cracked)

Repair Code: 07 (Mechanical Repair)

PRC E-service Entry Codes:

Fault Code: 3111 (Display Secondary- Lens Broken)

Repair Code: 1302 (Replace Mechanical Part - Broken/crack)