



Middle East & North Africa
Personal Communication Sector

Field Service Information

GSM V80 No display issue

Our Reference: SI66_21_2004

Date: Dec 21, 2004

Pages (including this page): 3

Prepared by:

Ehab Elhosary

Regional Technical Support Engineer
Middle East and North Africa.

Classification:

Motorola Internal Information

Strictly released for Motorola Authorized Service Center Use only.



Middle East & North Africa

Date: Dec 21, 2004

Our Reference: SI66-12_2004

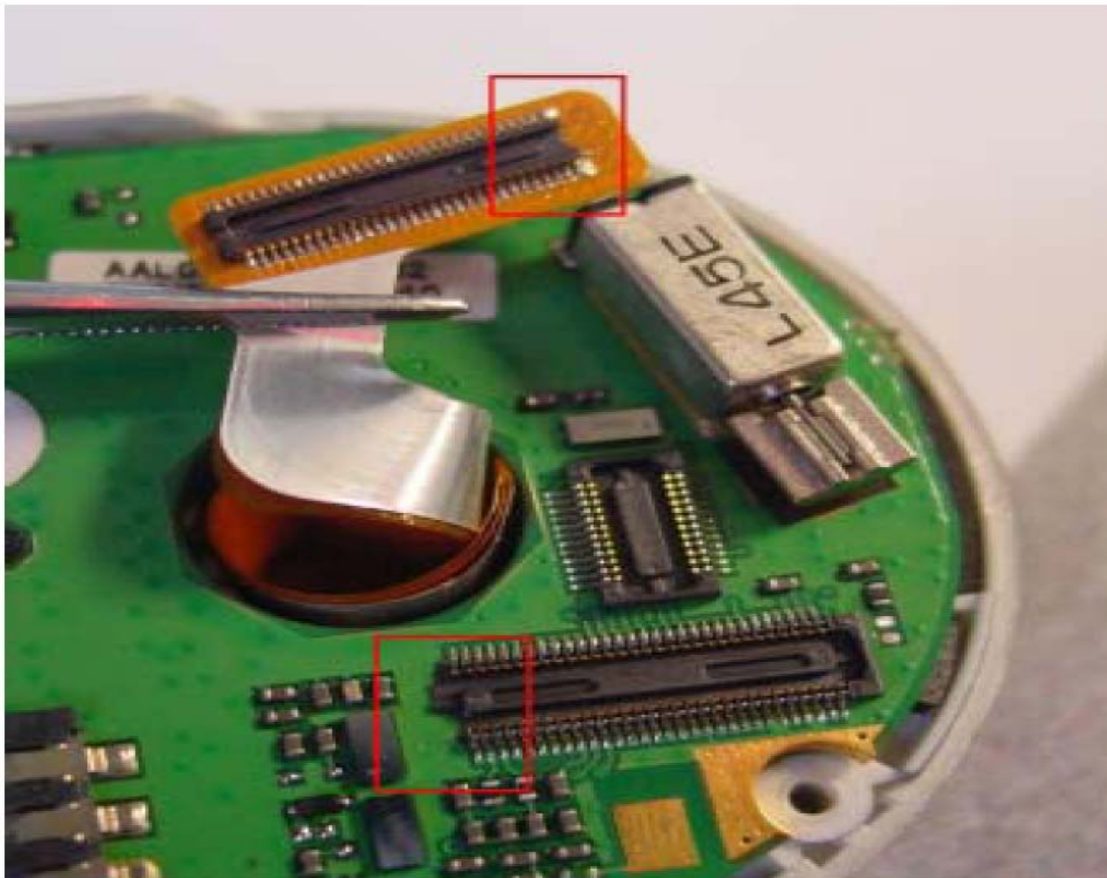
Product/System: **V80**

Subject: **V80 No display issue**

FIELD SERVICE INFORMATION

Problem

Shanghai Forte service center reported that V80 connector is crack and cause no display, please see attached photo.



Classification:

Motorola Internal Information

Strictly released for Motorola Authorized Service Center Use only.



Solution

SDC has a solution for connector issue. A new revision (Rev B) of connector has been qualified on Nov. 18. Old revision is rev O. The revision information can be identified from the flex cable connector's back.

Part Number 7586968P01 and Supplier SINCO

TECHNOLOGIES PTE LTD has been completed by Chui Ling Sim. Click on the qualification number to view the details.

Field Service Action

Customer Returns:

When servicing affected GSM V80 customer returns with a complaint of "Display main – No display/backlight" then:

1. Power up the phone and verify the following symptom: the units display is no display, if the unit does not display these symptoms then proceeds with normal troubleshooting techniques per customer complaint.
2. Disassembly the flip assembly and verify that the failure is caused by above issue.
3. Replace the defective flex connector and reassemble the units, retest to confirm the repair.

Service Inventory:

N/A

Call Center Action:

N/A

Service Entry Code

Global Service Code:

Customer Complaint: DIM01 Display Main – No display

Reference Designator: A Display (change)

Repair: RMP11 Replace Mechanical Part

Classification:

Motorola Internal Information

Strictly released for Motorola Authorized Service Center Use only.