

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004--118
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Date: May 24. 2004
Total No. Of Pages: 3
Subject: **V878 (TCH) LCM FPC and Connector aren't match Issue**
Model Affected: **V878 (TCH) GSM/DCS/PCS**
Level of Repair: 3

Problem

An issue was identified during analysis of returned V878 units. Some handsets have been returned with the customer complaint of 'No Display'. Several symptoms are related with LCM FPC:

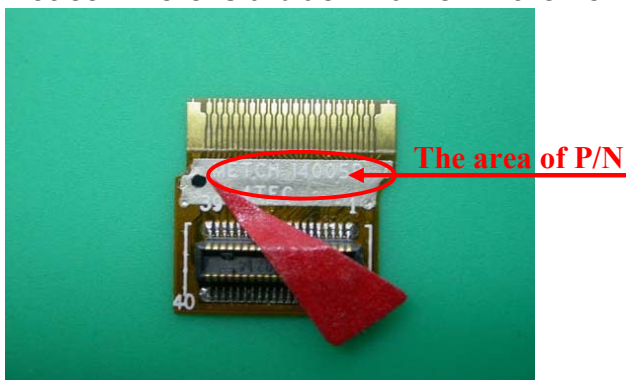
1. White Display when power on.
2. White Display when installing the battery.
3. No display and No backlight when power on.

Solution

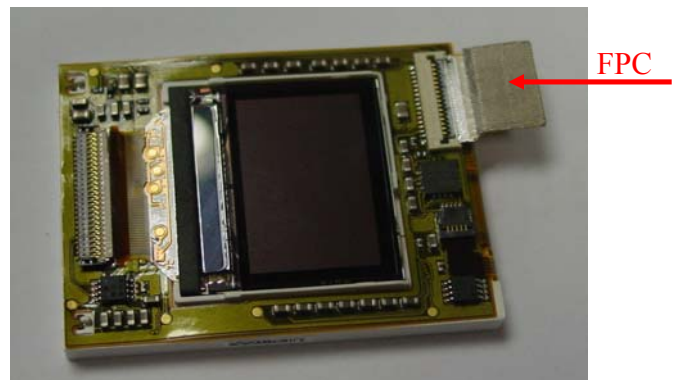
This issue is due to LCD module FPC can't match with connector. Improvement FPC has been implemented from 19 April.

- The new part number is METCH14005B, and there is a black marker in the FPC as the picture shows.
- The old part number is METCH14002B or METCH14005B without black marker.

Notice: There is a black marker in the new FPC



PIC 1



PIC 2



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Field Service Action

Customer Returns:

If the returned unit is complained of 'No display', Please Verify the LCM with FPC is no problem first.

Check the symptom after replacing a good LCM with FPC.

If the symptom disappears, replace a new FPC (P/N: METCH14005B).

If the symptom exists, perform normal troubleshooting procedures

Service Inventory:

Add the new FPC (P/N: METCH14005B) for V878 (TCH) units in inventory.

Call Centre Action:

When a customer contacts the Motorola Call Center, complaints 'No display' issue on V878 (TCH), please tell the customer to repair his phone at Motorola approved service center.

Service Entry Code

PRC E-service Code:

Complaint Code: 3001 – No Display

Root Cause Code: 1301 – Defective FPC

EPPRS Code:

Complaint Code: 6 - No Display
41 – Intermittent Electrical

Root Cause Code: 27 – Display Flex not properly inserted into connector.