

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004- 74
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Date: March 22. 2004
Total No. Of Pages: 3
Subject: **V878 (TCH) Main and Sub LCD No Backlight**
Model Affected: **V878 (TCH) GSM/DCS**
Level of Repair: 3

Problem

A issue was identified during NPI analysis of V878. Some handsets have been returned with the customer complaint of 'Main and Sub LCD No Backlight or No Display'. The issue's symptom is

The phone can power on normally, and can make I/O call. Main and sub LCDs have display, but very dark, main and sub LCDs have no backlight actually.

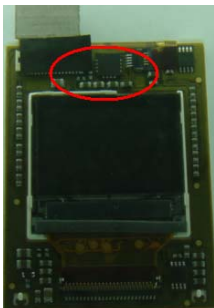
Solution

This issue is due to LCD module damaged. The analysis results show:

1> The DC-DC convert removed or damaged (PIC1&2).

2> A trace beside DC-DC convert was broken (PIC3).

Root cause LCD module damaged is a capacitor on LCD module shortly with front housing (Case A), Inside front housing (Case A) were covered by electric lacquer for EMI, and connect with ground. So large current lead trace broken or DC-DC convert damaged or removed.



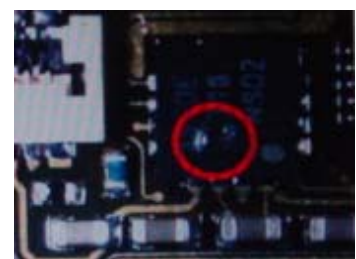
LCD Module



PIC1

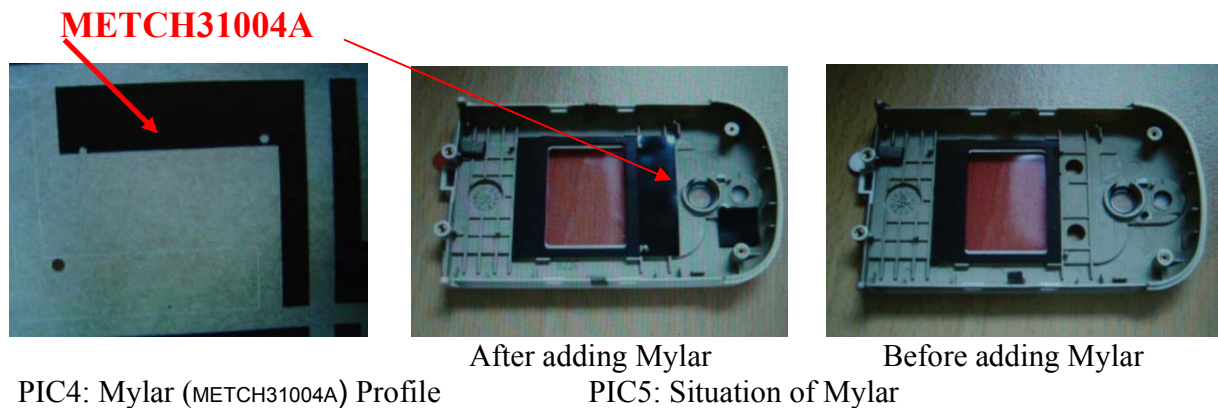


PIC2



PIC3

Action is add a Mylar in front housing (Case A) to reduce the risk that the component on LCM to contact case A. Mylar's P/N: METCH31004A (PIC4). PIC5 is the situation of Mylar in case A.



Field Service Action

Customer Returns:

Check all V878 (TCH) handset returned to Service, whether there is new Mylar (METCH31004A) in front housing:

If there is new Mylar, perform normal troubleshooting procedures

If there is not new Mylar, need to be added this Mylar (METCH31004A).

Check all V878 (TCH) handset returned to Service with the customer complaint of 'Main and Sub LCD No Backlight or No Display':

1. Replace a new LCD module to confirm LCD module issue.
2. Add a new Mylar (METCH31004A) in front housing.

Service Inventory:

Add new Mylar for all V878 (TCH) units in inventory.

Call Centre Action:

When a customer contacts the Motorola Call Center, complaints 'Main and Sub LCD No Backlight or No Display' or other LCD issue on V878 (TCH), please tell the customer to return the unit at Motorola approved service center.

Service Entry Code

PRC E-service Code:



**Beijing Competency Centre
Beijing MCIC
No. 39A Zi Zhu Yuan Road,
Beijing
P.R.China
Website: gs.mot.com/cc**

Complaint Code: 3001 – No Display
3008 – No Backlight

Root Cause Code: 1201 –LCD module Faulty

EPPRS Code:

Complaint Code: 42 – Missing Backlight

Root Cause Code: 23 – Display Module Faulty