

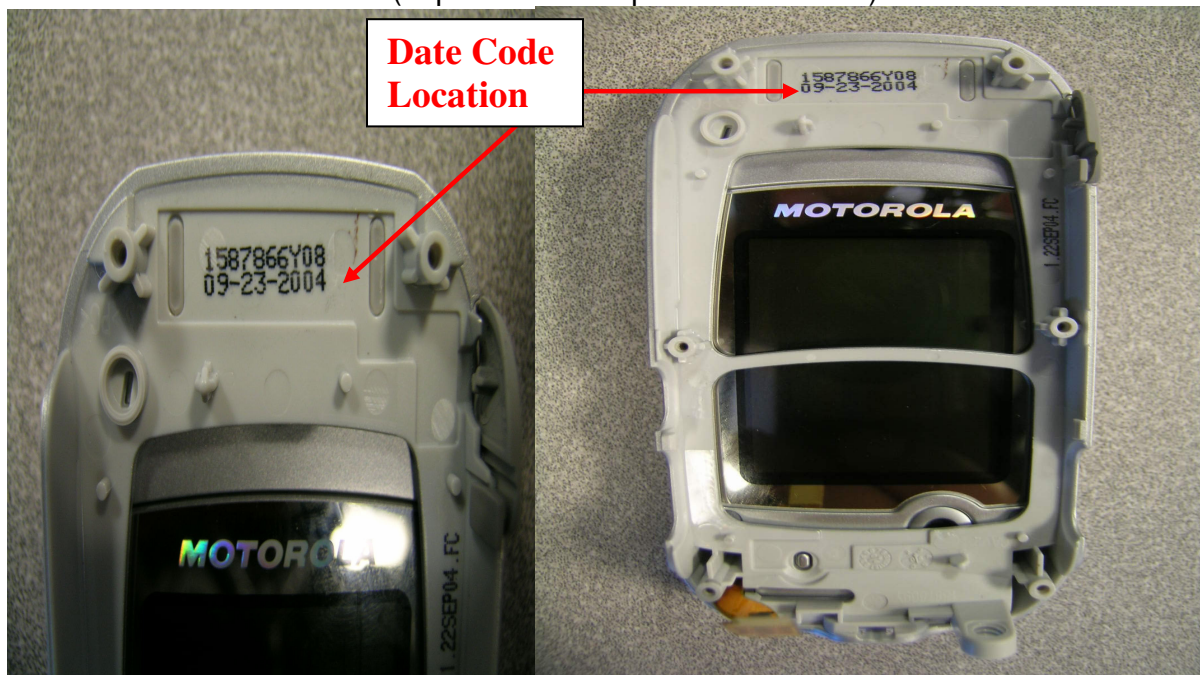
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-249
Author: Ross Karlen
Date: December 10, 2004
Total No. of Pages: 5
Subject: **3G V980 – No / Intermittent CLI Display**
Model Affected: 3G V980's
Level of Repair: 3

Problem

Service is aware of an issue, highlighted by Development. Some units were returned with a customer complaint of “No CLI Display or Intermittent CLI Display” during OOB inspection. Analysis revealed the CLI Flex component shorting to the PCBA copper etched date code to cause CLI failures.

NOTE: Affected date code (Flip assemblies prior to 11-15-04)



Affected: Units shipped prior to 12-15-04 have suspect flips manufactured prior to 11-15-04 flip assemblies.



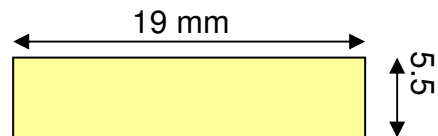
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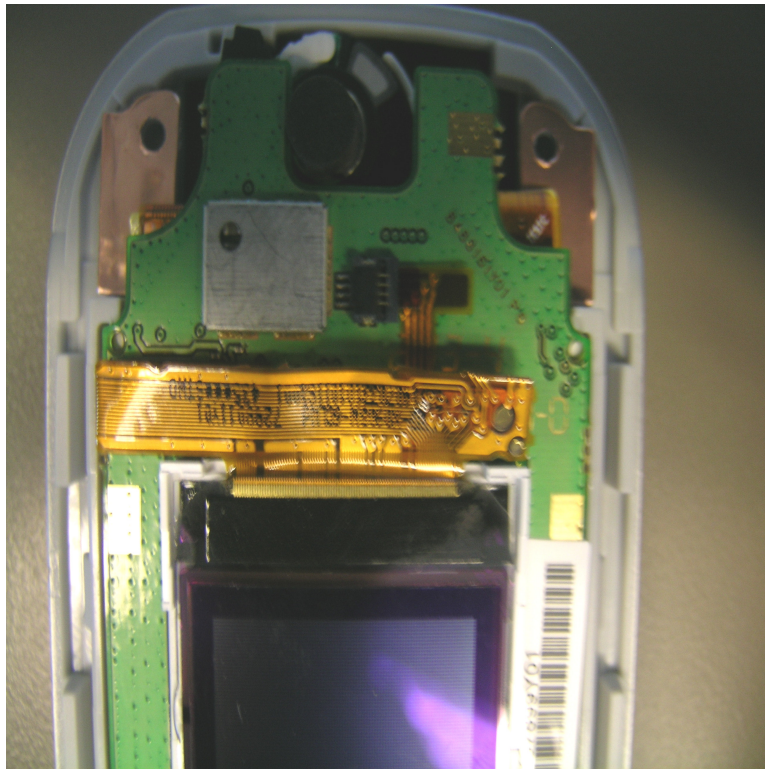
Solution

Short Term Solution: Follow the following procedure of adding Kapton Tape on the PCBA.

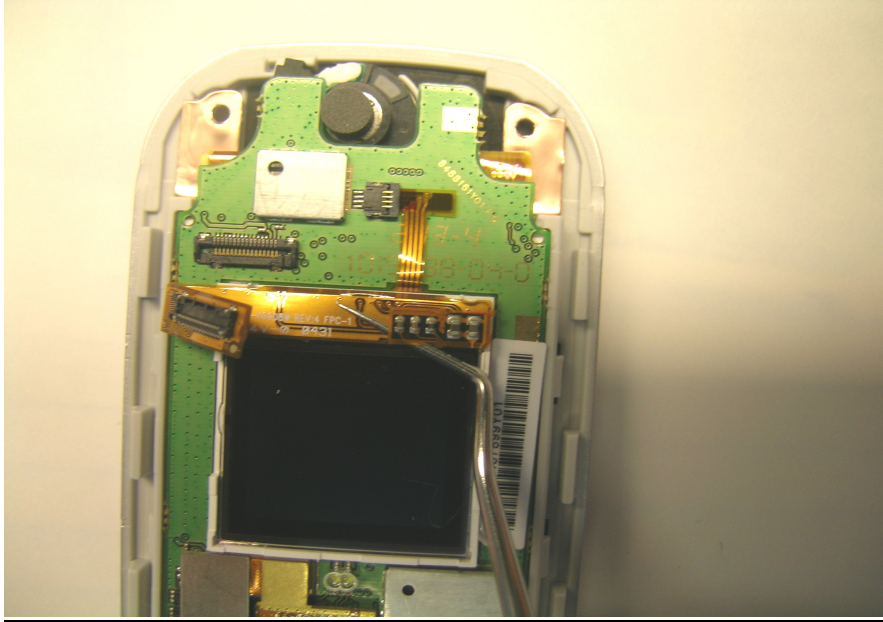
Use Kapton tape as insulator
Dimension of tape: approx 19 mm x 5.5 mm
Location: over the current P/N (see slide 5)
Color of tape: Optional



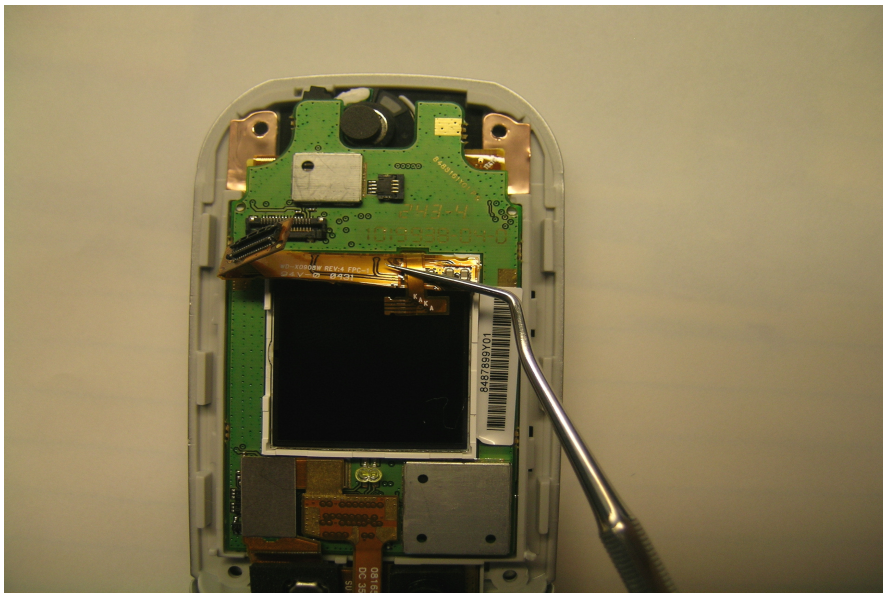
Step 1: CLI board as assembled (For Disassembly of Flip, view Level 2 Service Manual posted on the WEB)

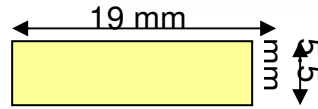


Step 2: Fold CLI flex assembly carefully as shown

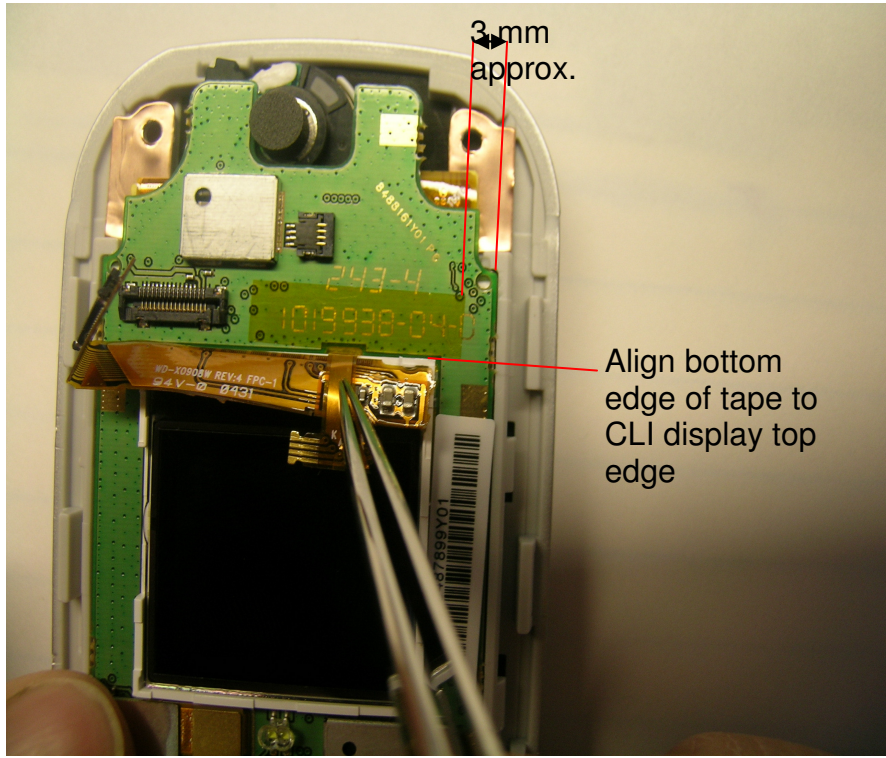


Step 3: Disassemble CIF flex from CIF connector





Step 4: Place the Kapton tape as shown



Step 5: Re assemble CLI flex and CIF flex---> DONE!



During Reassembly of flip, Flip screws should have $1.5 \pm .01$ in-lbs of torque applied.

Service Action

Customer Returns:

When servicing V980 customer returns with a MOS prior to Dec 15th (View MSN, Anything shipped U – Y Example: D94WEV93FX) with a failure that is in the flip (Camera, Display, CLI, Speaker, etc.) should have CA of Kapton tape added if not present. See instructions above.

All units returned for a Display complaint and analyzed to be No Trouble Found should have the Corrective Action of Kapton tape implemented, as this symptom could be intermittent.

Service Inventory:

Verify all Flip Assemblies prior to 11-15-04 have Kapton tape fix implemented. All flips manufactured after 11-15-04 will have manufacturer label in place of Kapton Tape

Call Center Information

Service Entry Code

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

Global M-Claims Codes:

Customer Complaint Codes: DIS01 (Display Secondary – No display)

Problem Found Code: DIS01 (Display Secondary – No display)

REF Designator Code: Flex (Flex)

Repair Code: RAS04 (Reassemble – CSB/FSB)

Asia Codes:

Fault Code: 06 (No Displ/Missing Seg)

Repair Code: 07 (Mechanical Repair)