

## 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

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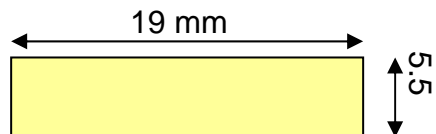
### Problem

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.

### 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

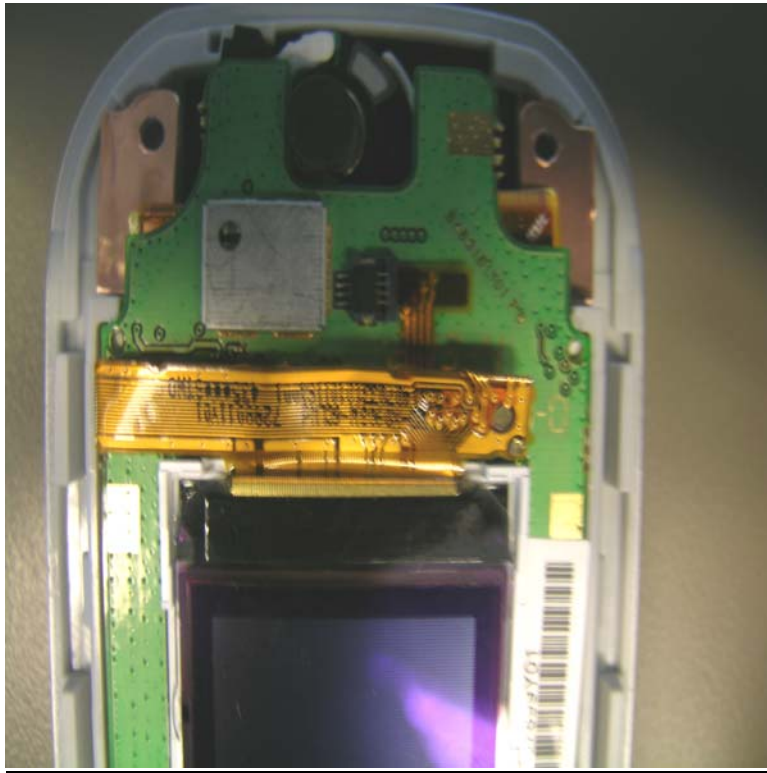


**Step 1: CLI board as assembled (For Disassembly of Flip, view Level 2 Service Manual posted on the WEB)**



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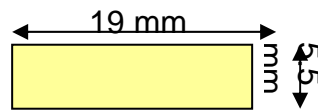
Consumer Solutions & Support  
US Competency Center  
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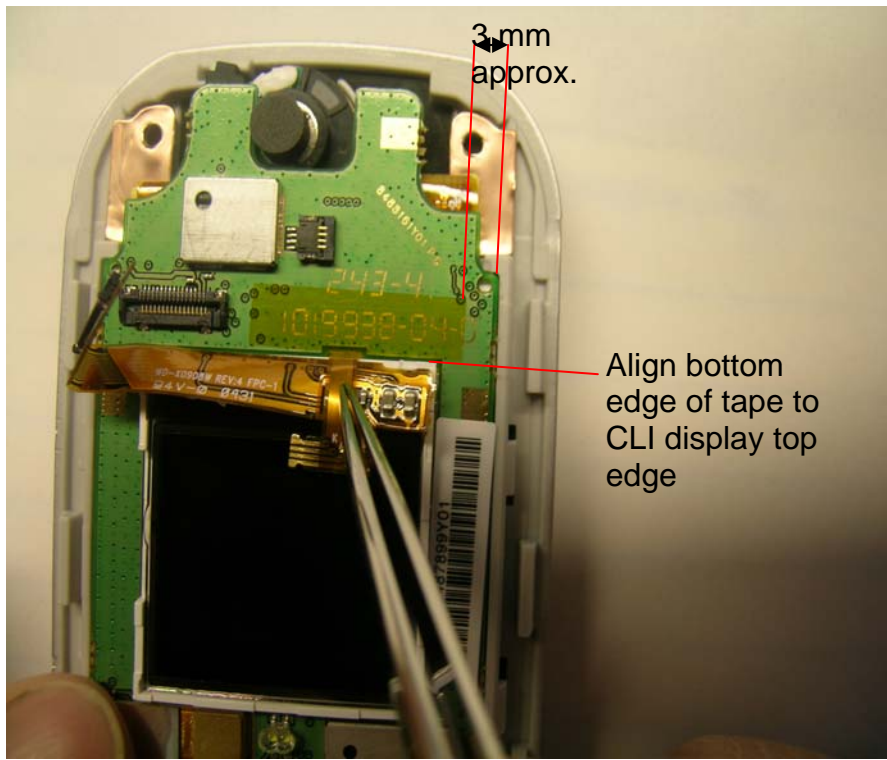
**Step 2: Fold CLI flex assembly carefully as shown**



**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.**



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## **Service Action**

### **Customer Returns:**

When servicing V980 customer returns 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.

## **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)