



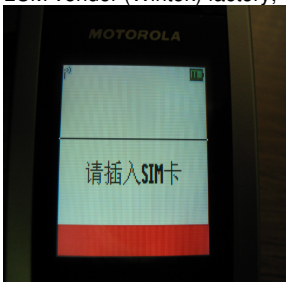
MOTOROLA UK
 REDWOOD
 CROCKFORD LANE
 CHINEHAM BUSINESS PARK
 CHINEHAM
 BASINGSTOKE
 UNITED KINGDOM RG24 8WQ

CSB-1067-2
 Country : UK
 Date : 11/1/2006
 APC : F77
 Repair Level : 2

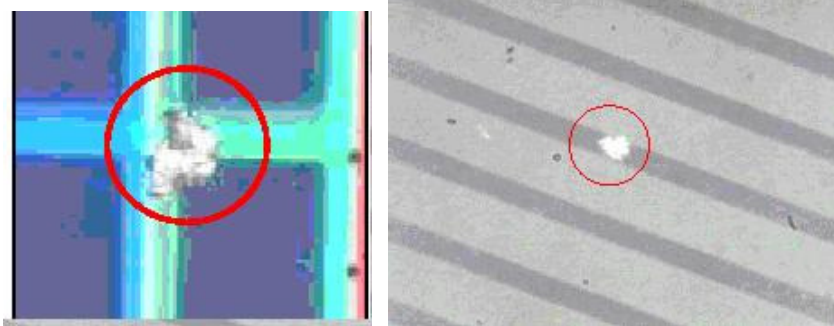
Title W220 - GSM - W220 LCD missing line
 Model Effected W220

PROBLEM

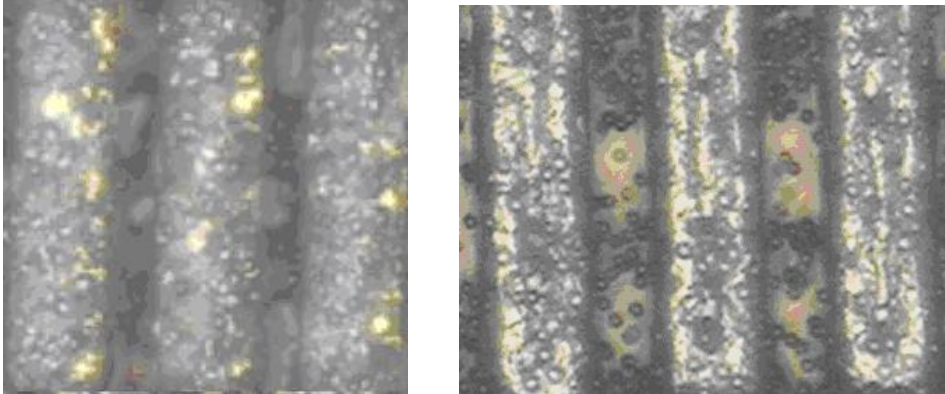
An issue was found in the W220 NPI analysis process. The customer complained: "LCD Missing line". This issue is a process issue in LCM vendor (Wintek) factory, Wintek has found out the root causes and implemented corrective actions.



Root cause 1: There are metal particle in ITO cell. Via the SEM-EDS analysis, confirm it is Aluminum material.



Root cause 2: There are conductive particle between OC golden bump and LCD ITO circuit.



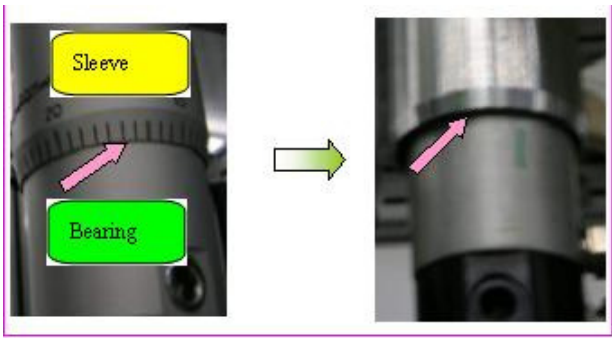
conductive particle
incompletely breakable

conductive particle
incompletely breakable

SOLUTION

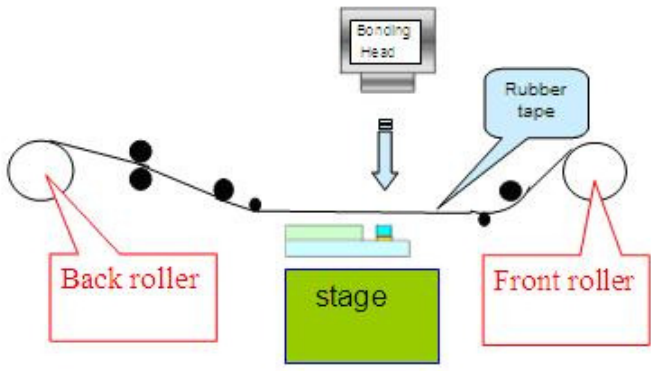
Corrective action for root cause 1:

Increase the diameter of sleeve to avoid the friction between sleeve and bearing on week 36.
 (LCM shipping date code: 40/06)



Increase the diameter of Sleeve

Corrective action for root cause 2:
 Install a roller mechanism with rubber tape between IC and bonding head to avoid residual glue IC stick on bonding head. When bonding head do main bonding once, the roller mechanism would roll up once. (LCM implement shipping date code:40/06)



FIELD SERVICE ACTION

When W220 handsets returned to service center with the customer complaint of 'display, missing line', please replace a new LCM with date code of 40/06 or later. CMCS Part number is SLC13135700. Please see the location of date code of 30/06 on LCM



CALL CENTER ACTION

When a customer contacts the Motorola Call Center, with the complaints of "display missing line" on W220, communicate the customer

that their unit need be repaired at a Motorola Approved Service Center.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: DIM02 - Display Main - Missing Pixels / Icons

Problem Found Code: DIM02 - Display Main - Missing Pixels / Icons

Reference Designator:A - Display

Repair Code: REP06 - Replace Electrical Part - CSB/ FSB

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-416
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