



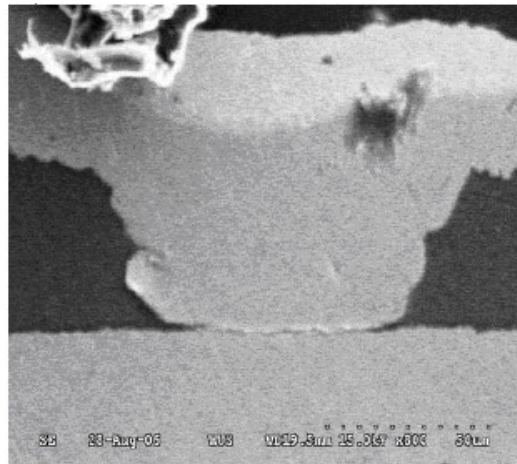
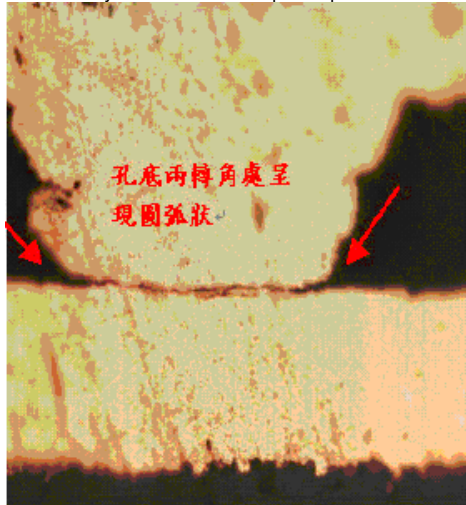
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 UNITED KINGDOM RG24 8WQ

CSB-1083-2  
 Country : UK  
 Date : 11/1/2006  
 APC : F77  
 Repair Level : 2

Title W220 - GSM - Keypad no function  
 Model Effected W220

## PROBLEM

During the 1<sup>st</sup> NPI analysis on the W220, some units were returned with a complaint of 'Keypad No Function'. The symptoms are: Some numeric key is no function when pressing the key. CMCS analysis indicates laser pad separation on the PCB related keypad, cause open.



## SOLUTION

In PCB factory, the size of laser beam was adjusted to 6mil +/-0.5mil from 5mil +/-0.5mil from 9/5. It would improve connection between copper-plating layers at laser via. Date code is 250-6

## FIELD SERVICE ACTION

When W220 (Sicily) handsets are returned to a Service Center with the Customer Complaint of 'Keypad no function', please check if the all keys are no function.

If a part of keys are no function, please swap a new main board or a phone for user (according region policy). Main board **Part number is 20SCY020001**.

If all keys are no function, please perform normal troubleshooting procedure.

## CALL CENTER ACTION

When a customer contacts the Motorola Call Center, with the complaints of 'Keypad No Function' on W220 (Sicily), Communicate with the customer to verify their phone at Motorola Approved Service Center.

## SERVICE ENTRY CODE

### Global Service Codes

Complaint Code: MKP01 - Main Keypad - No function/ hangs

Problem Found Code: MKP01 - Main Keypad - No function/ hangs

Reference Designator:PCB - Circuit Board

Repair Code: RPC11 - Replace PCB - CSB/ FSB

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-432  
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