

MOTOROLA

CELLULAR SERVICE Bulletin

CELLULAR SUBSCRIBER PRODUCTS

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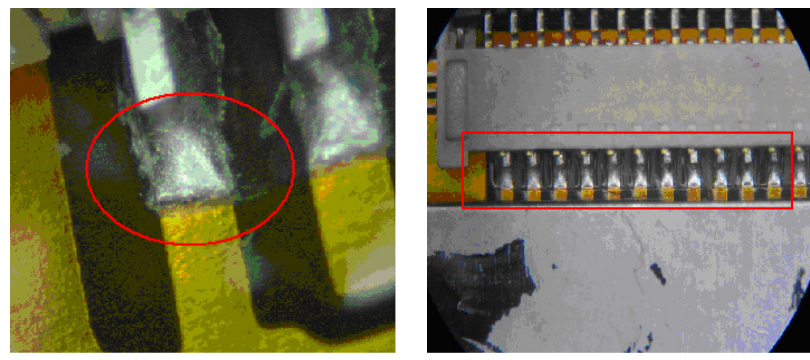
CSB-1116-1
Country : UK
Date : 11/13/2006
APC : F77
Repair Level : 1

Title W220 - GSM - W220 No display Issue
Model Effected W220

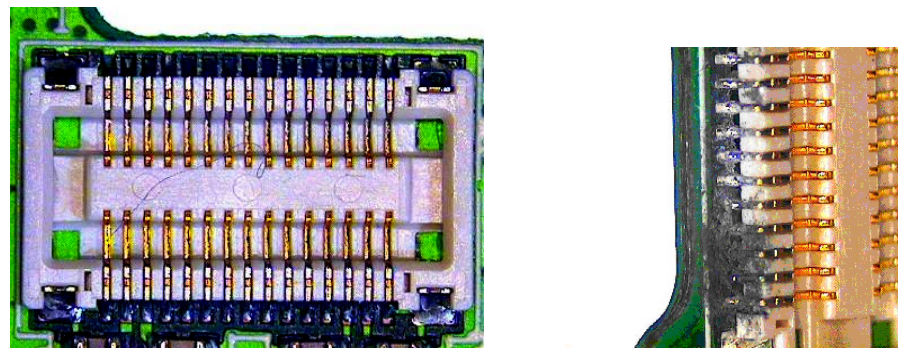
PROBLEM

An issue was found in the W220 NPI analysis process. The customer complained: "LCD No display". This issue is a process issue in LCM vendor (Wintek) factory and CMCS factory.

1. The root cause 1: LCM FPC copper circuits crack.

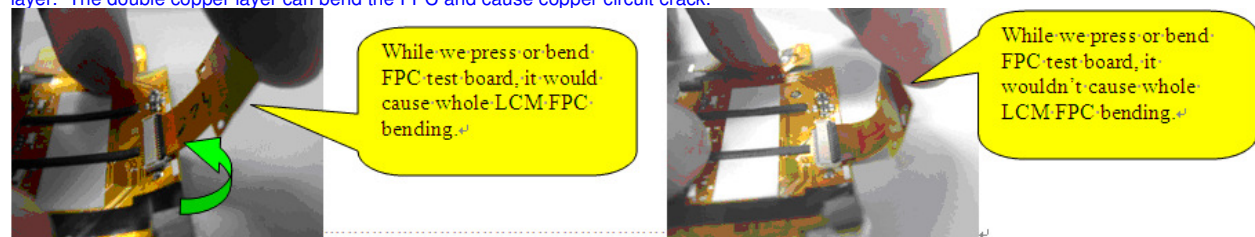


2. The root cause2: Some contamination was found on the B-B connector.



SOLUTION

Corrective action for root cause1:
Wintek judge copper circuits crack (next to connector) was due to FPC test board bend by manual and it would possible cause LCM FPC copper circuits crack. There were two kind of FPC test board in Wintek. One is double copper layer, and the other is single copper layer. The double copper layer can bend the FPC and cause copper circuit crack.



Double layer FPC test board Single layer FPC test board

In Wintek SMT process station, all test boards have been replaced with single layer test boards since 2006/7/23.

Corrective action for root cause2:
(1) Clean the machine every two weeks to reduce the hidden problem. And keep on maintaining it in SMT line
(2) Revise SOP for checking the connector at Sicily the waterproof label station.

FIELD SERVICE ACTION

When W220 handsets returned to service center with the customer complaint of 'display, No display', please identify the root cause as below:

Please confirm if there is contamination in the B-B connector.

If yes, please clear it first, then verify if the No Display issue is recovered.

If the issue exist still, replace a new LCM with date code of 43/06 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, no display” 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: DIM01 - Display Main - No display

Problem Found Code: DIM01 - Display Main - No display

Reference Designator:A - Display

Repair Code: RPT06 - Replace Part - CSB/ FSB

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-465
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