



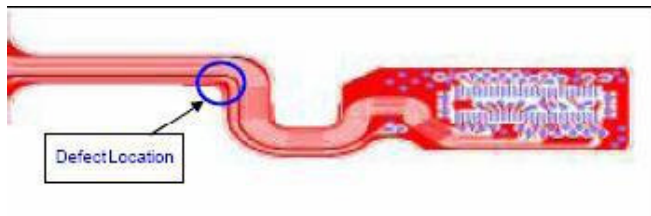
MOTOROLA UK
 REDWOOD
 CROCKFORD LANE
 CHINEHAM BUSINESS PARK
 CHINEHAM
 BASINGSTOKE
 UNITED KINGDOM RG24 8WQ

CSB-1384-2
 Country : UK
 Date : 7/6/2007
 APC : G33
 Repair Level : 2

Title W510 - GSM - Hinge flex open trace issue
 Model Effected W510

PROBLEM

Service has been made aware of a hinge flex open trace issue during W510 NPI analysis. Some W510 units returned with customer complaints of "Audio, earpiece no", "Alert, ring tone no" or "Display main, no display", we found one common root cause - hinge flex open trace. High impedance or open can be measured from pins which related with ring tone, speaker or LCD data lines. Base on X_Ray analysis, surface nick can be observed at the trace layers. The surface nick is caused by air bubble entrapped between base copper and dry film.



SOLUTION

The supplier has optimized the dry film lamination setting temperature. Change of the temperature setting for dry film lamination top platen temperature from 70C to 60C. Also implemented 100% AOI on all the layer by Installing a mirror image on the AOI machine from week25,2007.

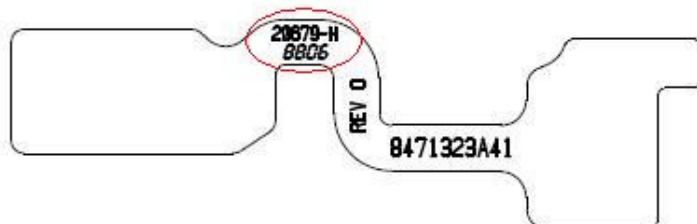
FIELD SERVICE ACTION

When servicing any GSM W510 returns with customer complaints of "Alert, ring tone no", "Audio, earpiece no" or "Display main, no display", then

1. Verify the customer complaint;
2. Swap hinge flex with new date code 2507 or later if the flex is confirmed open trace;
3. Retest the unit, verify the complaint is corrected properly.

Service Inventory

Suggest to purge the flex (P/N:8471323A41) inventory, affected date code is 0807&1107. Please ensure new flex with date code "2507" or later is available for service.





CALL CENTER ACTION

When responding to customer inquires on GSM W510 with complaints related to "Alert,ring tone no","Audio,earpiece no" or "Display main, no display", please direct the customer to return the phone to Motorola Repair Service Center for repair, per this FSB.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: ALT01 - Alert - Ring tone , no
 AUD01 - Audio - Earpiece , No
 DIM01 - Display Main - No display

Problem Found Code: ALT01 - Alert - Ring tone , no
 AUD01 - Audio - Earpiece , No
 DIM01 - Display Main - No display

Reference Designator:FLEX - Flex

Repair Code: RTW02 - Replace Level 2 part - CSB/FSB

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2007-225
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