

Motorola Repair Report

Job No: 3902411

Product: MC7094-PKCDJQHA7WW
Serial Number: 6128520801880
Customer Info: Bjorn Waite
Book In Date: 9/21/2009
Ship Date: 9/25/2009
Problem: Damaged by shotgun blast
Repair Request: Back up data from device if possible. Diagnose damage and repair if possible. Do not replace the outer casing. Leave data.

Repair Details

Visual Inspection

Some marks on outer front case, on antenna cover and keys where it was hit by shot. The marks are superficial as the outer case was not penetrated or split by the shot (Figure 1).

Outer touch panel shows some punched or partially punched holes, where it was hit by shot. Inner glass plate of the touch panel scattered. Display itself remained a whole with several marks on outer polarizing foil where it was hit by shot. There was a glass dust on a rubber gasket. Crushed glass did not get into the unit. (Figure 2, 3 and 4) .

No other internal or external damage found. Unit connected to a PC through ActiveSync and operated by „remote desktop“ application. All data in device memory intact (Figure 5).

See pictures below for more details regarding physical damage. There are also some screen shots showing device configuration, memory content, file content.

Device Repair

Fault Code: 075 Physically Damaged
Repair Code: 61 Replaced Component
Replaced Components: 6M-13HLD-002 ASSY: LCD 3.5 QVGA SHARP LQ035
47.13H42.002 GASKET: RUBBER, LCD MC70
Note: Complemented missing STYLUS SP20
Repair Technician: CZ1605

Work performed: Device front case removed, cleaned out the glass, shot and dust of broken inner touch panel. Replaced with a new display assembly. Replaced dirty rubber gasket. Performed functional test and check of the backup battery. Main battery charged and device packed for return.

As per customer's request – the original data were left in the memory. Not applied any field flash (engineering change). Operational system not upgraded to actual SW build.



Figure 1 - Physically damaged unit and its manufacturing label details



Figure 2 – Close-up view on the display assembly in a rubber gasket



Figure 3 – Close-up view on the display, touch panel and rubber gasket



Figure 4 – Inside view showing no penetration of glass dust

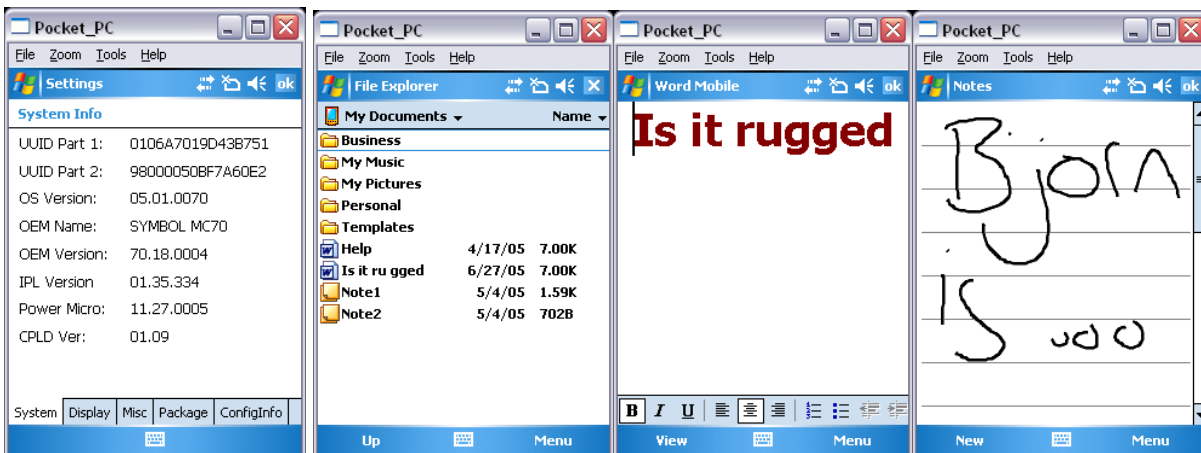


Figure 5 – Screen shots (product info, directory, content of two files) with intact data