

Released Date:
2010/02/14

Revision:
A02

Model:
ACE

Material Used:
76H06053-00M

Title:
Repair notice for ACE auto reboot issue

Reference DOC:
DOC-00088439

Revision Detail:
Add date code of S/N range in condition to follow

Category:
H/W Related

Related Team:
☒ WW ASP

Failure/Repair Code:
If defect found (Auto reboot) : F200 vs. P002
If NFF refurbishment : NFF vs. C003

Effective Date:
2010/02/14

Description:

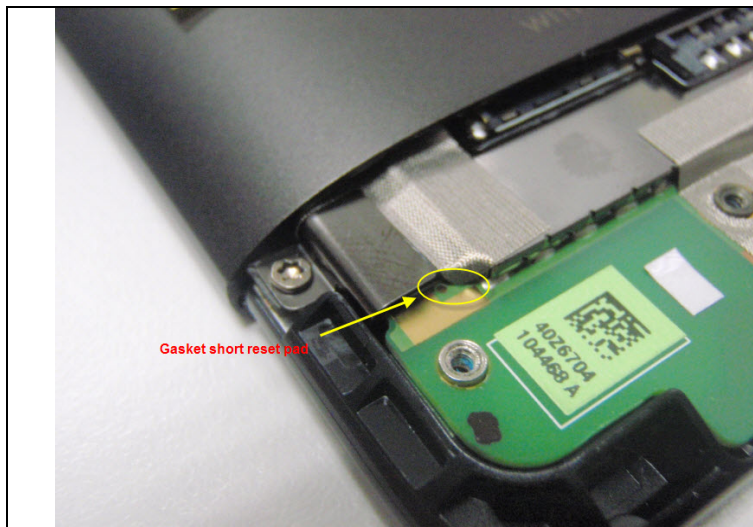
This Service Advisory aims to prevent and resolve the device auto reboot issue for **any returned ACE units**.

Condition(s) to follow this service advisory:

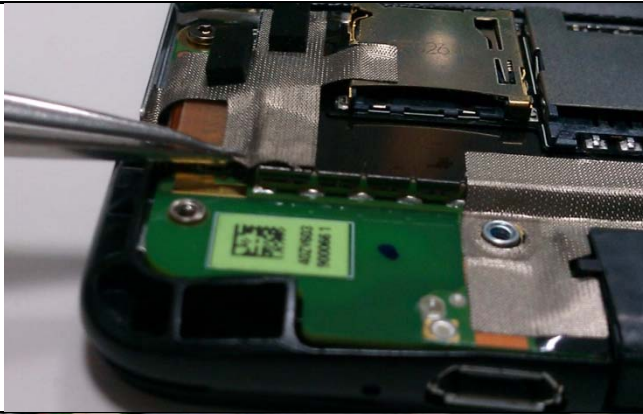
1. When customer complains about the device auto reboot issue; **or**,
2. When device is disassembled for level 2 repair
3. Device serial number is before 2010/10/30 (exclude S/N: HT0AYJC00619)
S/N: SSYMDPPZZZZZ
Y: Year (Last Digital of the Year)
M: Month (1~9, A~C)
D: Day (1~9, A~Z except I, O, Q and U)

Action:

Please follow the actions to fold and stick the extra part of the conductive tape when you repair the unit.



The gasket has a risk of shorting with reset pad.



Use the tweezers to stick the extra gasket inward (adhesive against adhesive).



Inspect and make sure the gasket does not come in contact with the reset pad of the main board.

Reporting rule for in-warranty repair:

If defective symptom is related to auto reboot issue and follow the SA for repair (if changing a new gasket)

Failure code	Repair code	Material Used	Warranty	Material1_SN	Material Used	Warranty	Material_SN
F200	P002	76H06053-00M	Y				

If defective symptom is related to auto reboot issue and follow the SA for repair (if no change a new gasket)

Failure code	Repair code	Material Used	Warranty	Material SN	Material Used	Warranty	Material_SN
F200	P002	N/A					

If defective is NFF and need to refurbishment, follow the SA for repair (if changing a new gasket)

Failure code	Repair code	Material Used	Warranty	Material SN	Material Used	Warranty	Material _ SN
NFF	C003	Cosmetic part			76H06053-00M	Y	

Product Owner: Steven Liu	HTC Contact : Johnson_yang@htc.com Tel:+44 (0) 1753218960 ext 8908	Originator: Johnson Yang	Approved By: Jeff Chou
Service site:	Engineer leader sign :	Implement Date:	
All Related Personnel Sign here:			