

Middle East & North Africa  
Personal Communication Sector

***Field Service Information***

**C550 Camera Bezel Dropping/Missing**

Our Reference: SI24\_3\_2004

Date: March 31, 2003

Pages (including this page): 3

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Date: March 31, 2003

Our Reference: SI24\_3\_2004

Product/System: C550

Subject: **C550 Camera Bezel Dropping/Missing**

## **FIELD SERVICE INFORMATION**

### **Problem:**

The issue was found in China. Customers complain C550 Camera Bezel Dropping/Missing from battery door.

The initial analysis show Camera Bezel hasn't enough adhesion. The supplier Banshing has change the process to get enough adhesion on Jan 9, 2004. But the bezel failed even after date code BS040109 (YYMMDD). Further analysis show the issue is generated by compression force of the gasket between the camera and the bezel.

In addition, due to focusing problem the tolerance on the camera height of the following Rev A camera module has changed from +/- 0.15 mm to +0.21/-0.15 mm. In this case, the forces against the bezel will increases a lot again.



### **Classification:**

**Motorola Internal Information**

**Strictly released for Motorola Authorized Service Center Use only.**



**Solution:**

The design team has decided to remove the gasket to avoid compression force. The design team is pursuing the re-design of new thinner gasket.

**Service Entry Code:**

M-Claim Code NA Service Entry Code:

**Customer Complaint:** LBL02  
**Problem Found:** LBL02  
**Reference Designator:** LB  
**Repair:** RMP10

Label - Label/Escutcheon missing  
Label - Label/Escutcheon missing  
Label  
Replace Mechanical Part - CSB/ FSB

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