



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-128
Author: Max Dekirmandjian
Date: June 9, 2004
Total No. of Pages: 2
Subject: C650 No Camera Function
Model Affected: C650
Level of Repair: 2

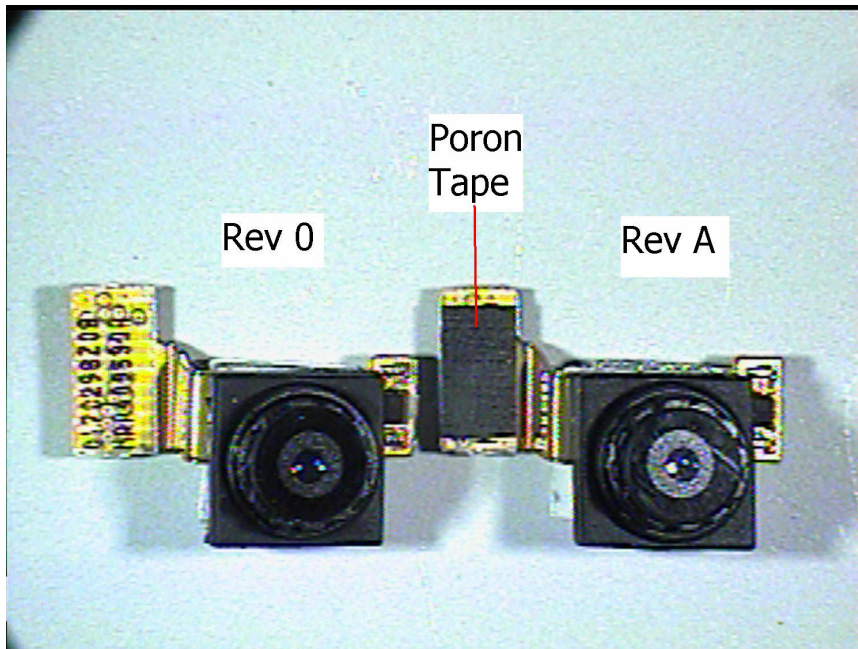
Problem

Service has been made aware of a camera issue on the C650 product. The camera module to PCB connector at times will not mate properly, resulting in an intermittent or no camera operation when attempting to capture a photo.

Solution

A redesigned camera module has been implemented in production units. The part number 0170298Z08 changes from a Rev 0 to Rev A. This Rev A module has two modifications from the original design:

1) A poron tape has been added to the top of the module to PCB connector.
Refer to the photo below to aid in distinguishing between the Rev 0 and Rev A camera modules:





Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

2) In addition, the soft poron tape under the module has been changed to hard acrylic.

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Field Service Action

Customer Returns:

Perform the following analysis procedure on all returned units with camera-related customer complaints:

- 1) Disassemble the unit to gain access to the camera module;
- 2) Verify that the module has the poron tape installed on the camera flex as shown in the above photo. Replace with a Rev A module if necessary.
- 3) Reassemble the unit and test camera operation.

Service Inventory:

Purge Camera Module 0170298Z08 Rev 0 and restock with Rev A.

Service Entry Codes

Please ensure that repairs of this type are logged on to the applicable database as follows:

Global Service Codes-

Customer Complaint:	CAM02	Camera-No Function
Problem Found:	CON05	Connectors-Module
Reference Designator:	CAM	Camera
Repair:	RCA02	Replace Camera-Mechanical Fault

PRC E-service Entry Codes

Complaint Code:	8009	Camera No Function
Root Cause Code:	5101	Camera Module Mechanical - Replace