

Middle East & North Africa
Personal Communication Sector

Field Service Information

C650 No Camera Function

Our Reference: SI33_6_2004

Date: June 17, 2004

Pages (including this page): 3

Prepared by:

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Date: June 17, 2004
Our Reference: SI33_6_2004
Product/System: C650
Subject: **C650 No Camera Function**

FIELD SERVICE INFORMATION

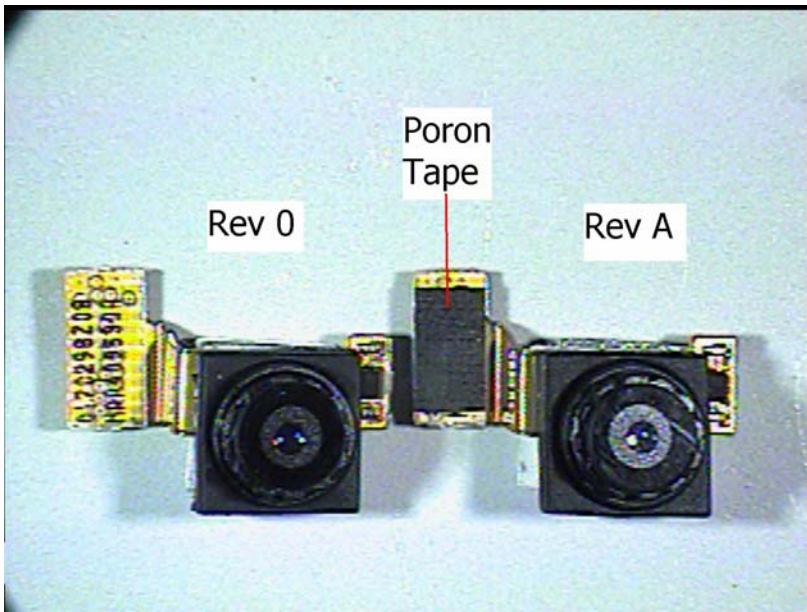
Problem:

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:



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

Classification:

Motorola Internal Information

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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.

Warranty claim 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

Classification:

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