



FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004-201
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Total No. Of Pages: 2
Subject: **GSM E398 Camera Module Soldering Open issue**
Model Affected: GSM E398
Level of Repair: 2

Problem

Service is aware of an issue with the E398, which is affecting the operation of the camera – “not able to enter camera mode” – the camera will hang or the color will be distorted in camera mode. Analysis has revealed that soldering of some of the imager pins were open. In addition, some poor image issues were due to poor Agilent imager quality.

Solution

Supplier Primax has implemented corrective actions as follows:

1. Set up the inspection areas for soldering issue after Hot-bar process -
 - (1) Open / Short test by special test fixture. (from Apr 29,2004)
 - (2) 100% X-ray inspection (from Aug 7,2004; DC 3304)
 - (3) After open/short test, mark with a BLACK POINT on FPC to make sure that the E398 is performing at 100% open/short test.(from Aug 7,2004; DC 3304)
2. For poor image issue, need Agilent to improve the imager quality. And at the same time, Primax perform 100% mobile test to screen this issue by mobile phone online and mark with BLACK POINT on the right-top of PRIMAX label after mobile test.(from July 29,2004; DC 3204)

Note: From Sep 27,2004, the action of marking BLACK POINT on FPC has been canceled. Because of this, for service, Date Code is the only identifier after Sep 27, 2004, i.e. after D/C 4004.

Field Service Action

Customer Returns:



For E398 phones returned to Service Centre with the Customer Complaint of “Accessory ,Camera , mechanical / no operation” please follow the procedure below:

- a. Confirm the failure due to defective camera module;
- b. Replace a new camera module with new D/C 3304 or later if possible;
- c. Retest the unit per the Customer Complaint to verify unit is repaired and does not exhibit failure symptoms. If unit is not repaired, then proceed with normal troubleshooting techniques as per the customer complaint.

Service Inventory:

Stock camera module 0189619N03 with new D/C 3304 or later.

Customer Call Center:

If the customer calls with the above mentioned symptoms, please direct customer to have their phone serviced per this FSB.

Service Entry Codes

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

Global M-Claims Codes:

Customer Complaint Codes: ACC08 (Accessory - Camera , mechanical)
ACC09 (Accessory - Camera , no operation)
FTR05 (Feature - MMS Picture)
Problem Found Code: Accessory (Accessory - Camera, no operation)
REF Designator Code: CAM (Camera)
Repair Code: REP06 (Replace Electrical Part - CSB/ FSB)

PRC E-service Entry Codes:

Complaint Code: 8008 (Accessory - Camera , mechanical)
8009 (Accessory - Camera , no operation)
7105 (Feature - MMS Picture)
Root Cause Code: 1206 (Replace Electrical Part - CSB/ FSB)