

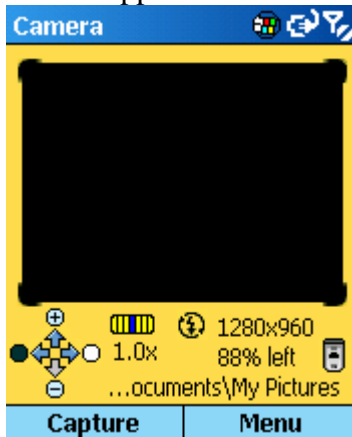


FIELD SERVICE BULLETIN

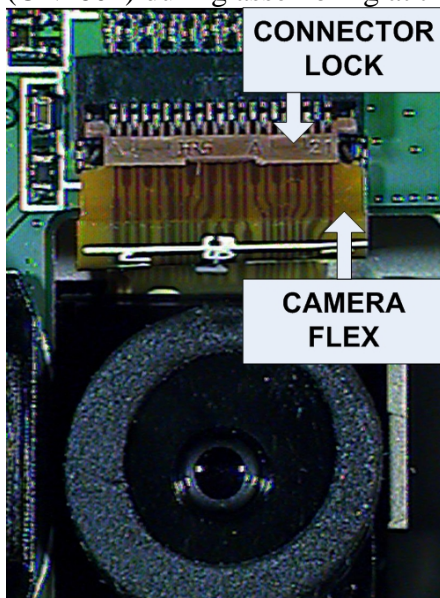
FSB Number: LVCCFSB2005-35
Authors: Darwin Garcia
Date: February 16, 2005
Total No. of Pages: 2
Subject: **MPX220 No Camera Image**
Model Affected: **MPX220**
Level of Repair: 2

Problem

Service has detected a no camera image issue during MPX220 NPI process. When the camera application is enabled, a black image appears on preview pane.



This is due to the flex of the camera not being pressed to fixed position on jig connector (CN1601) during assembling at the factory.





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Solution

The factory modified the assembly process and enhanced testing to ensure the flex of the camera is pressed to fixed position on jig connector. Also the internal quality team will perform random audits.

Field Service Action

Customer Returns:

When servicing any MPX220 customer phones with this issue, disassemble the rear flip housing, reconnect the camera flex to fixed position on the jig connector and ensure the connector's lock is in place. Re-test the camera functionally since a defective camera could cause the same symptom.

Call Center Action:

Call center should advise callers to send their phones to repair.

Service Inventory

N/A

Global Codes

Complaint Code: DAP09 – Data Application – no picture

Problem Found Code: CON00 – Connectors – No Detail Provided

Repair Code: RAS04 – Reassemble-CSB/FSB

Transaction Code: REW – REWORK/FSB/CSB