



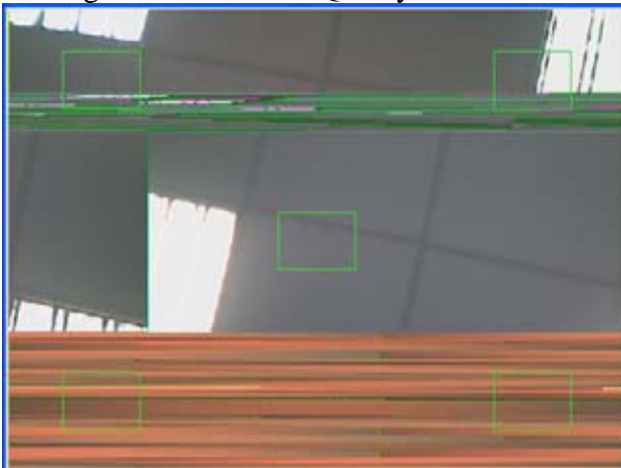
Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048

FIELD SERVICE BULLETIN

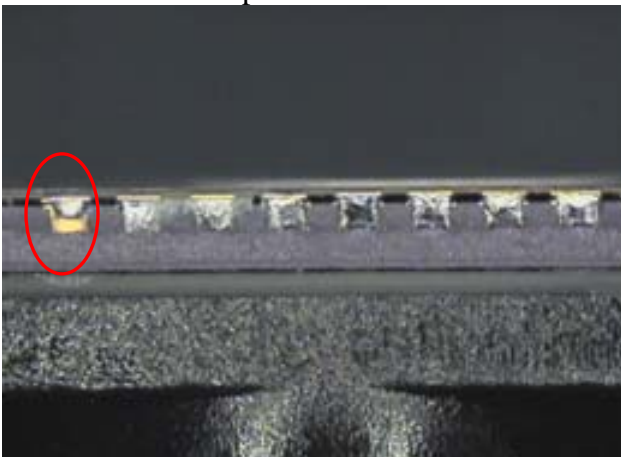
FSB Number: LVCCFSB2005-286
Authors: Darwin Garcia
Date: September 12, 2005
Total No. of Pages: 2
Subject: **V3 Camera Module Insufficient Solder**
Model Affected: **V3**
Level of Repair: 3 & 4

Problem

Service has been made aware of a V3 insufficient solder issue on the camera module causing "Camera - Poor Quality and Camera - No Function" complaints.



The root cause was determined to be soldering joint issue on the camera module caused by insufficient solder paste.

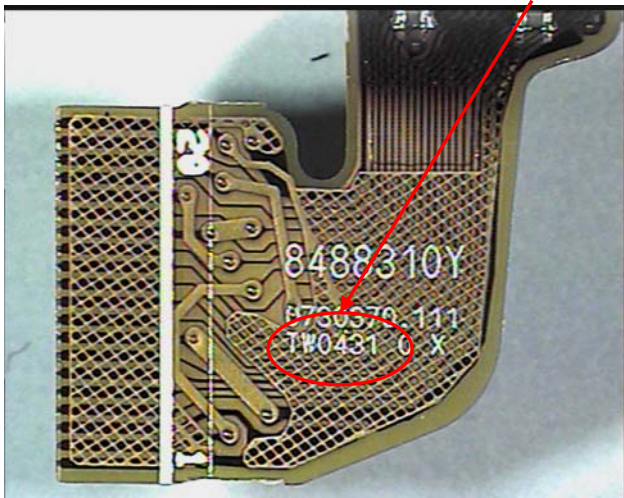




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Solution

The Camera supplier modified stencil and solder paste for SMT process to improve solder quality and quality supervisors instructed operators to enhance solder insufficient symptom inspection. The corrective action was implemented on 8/24/2005, so all camera modules manufacture after date code TW0539 has the improvement.



Field Service Action

Customer Returns:

When servicing any V3 customer phones with described issue, the camera module must be replace. Camera Module part# 8488310Y

Call Center Action:

Call center should advise callers have their phone send for repair.

Service Inventory

N/A

Note: A spare part purge in NOT necessary.

Global Codes

M Claims:

Customer Complaint Codes: CAM01 (Camera - Poor Quality)

Problem Found Code: CAM01 (Camera - Poor Quality)

Repair Code: RCA01 (Replace Camera - No operation)

Or

Customer Complaint Codes: CAM02 (Camera - No Function)

Problem Found Code: CAM02 (Camera - No Function)

Repair Code: RCA01 (Replace Camera - No operation)