

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2006-109
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Date: Mar 16, 2006
Total No. of Pages: 3
Subject: **V3i Can't Enter Camera Mode_Connector Pin Deformed**
Model Affected: V3i
Level of Repair: 2

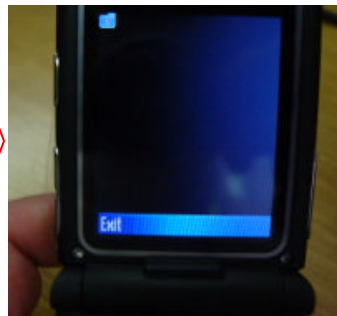
Problem

Service has been made aware of a complaint with "Audio Accessory, Camera, no operation". The symptom is:

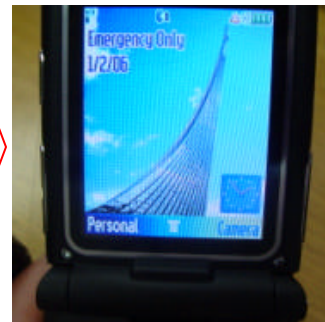
- 1) Phone returns to standby graph when enter camera mode;



To Enter Camera mode



Pressing the select key

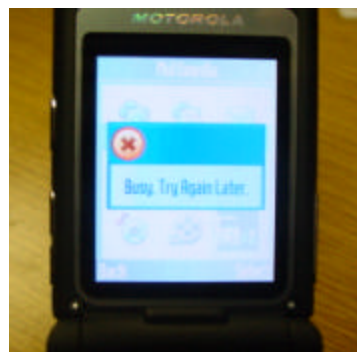


Return to standby Graph

- 2) Phone displays "busy. Try again later" when enter video camera mode.



To Enter Video Camera and pressing the select key



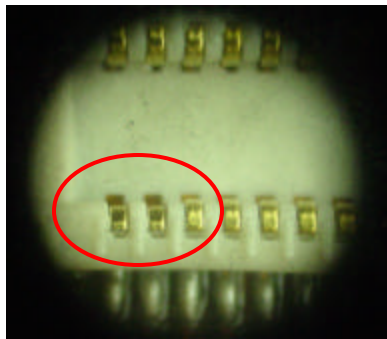
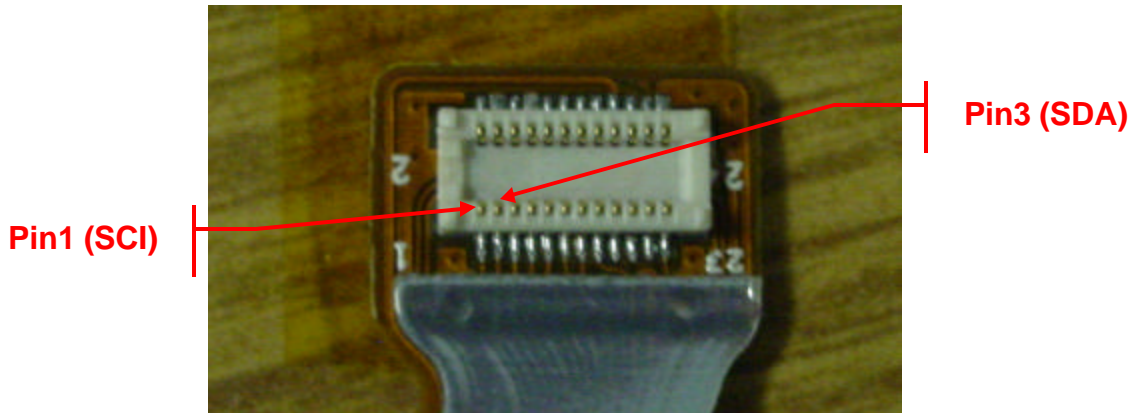
Display "Busy. Try Again Later."



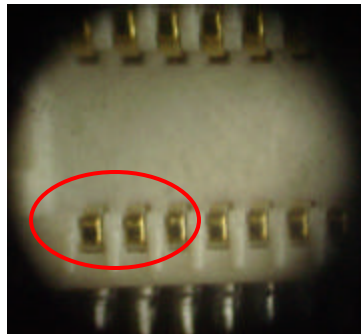
MOTOROLA

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This issue is due to the poor connection between the camera and the ATI. Pin 1 (SCI) and Pin 3 (SDA) was found deformed on the camera flex 24 pin connector, which are to communicate with ATI circuit.



Deformed Pins



Good Pins

Containment Action

- a. 100% check pin status of camera connector at incoming inspection station;
- b. Re-calibrate camera tester in Foxconn with the failed Flip from Motorola.

Solution

This FSB version does not contain a solution, since it has not been identified. As part of the FSB release process improvement initiative, V3i FSB's will be initially released with ONLY the initial analysis and repair action identified. A new revision will be released once in-depth analysis and solution information (Corrective Action) are available.

Service Action

Customer Returns:



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When servicing any V3i customer return with described issue, replace the camera module (Part No. 8489891Y01). Otherwise, please follow normal troubleshooting procedure on this unit or send it to Motorola for further analysis.

Service Inventory:

N/A

Call Center Action

When a customer contacts you with a complaint of “Audio Accessory, Camera, no operation”, you should advise the caller to have the phone repaired per this FSB at an Authorized Motorola Service Center.

Service Entry Code

M-Claims Codes:

Complaint Code: ACC09 – Accessory - Camera, no operation

Repair Code: RCA02 – Replace Camera- Mechanical Fault
RWT02 – Replace Level 2 part - CSB/FSB