



Consumer Solutions & Support  
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## FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006 – 204 Rev ( A)  
Author: Eduardo Rodriguez  
Date: May 15, 2006 (Updated July 31, 2006)  
Total No. of Pages: 5  
Subject: **3G V3x – Camera Lens Lifting**  
Phone Models: 3G V3x  
Level of Repair: 2

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### Problem

Service is aware of an issue on the V3x where the 2mp camera lens is lifting; above flip outer surface significantly, in excess of cosmetic specification of 0.22mm, see Fig 1. Analysis revealed excessive force applied on the camera lens adhesive. Contributors to the force are the thickness (1.0mm) and density (9 pounds) of the poron camera gasket and the flip housing date code height, which exceeded the specification.

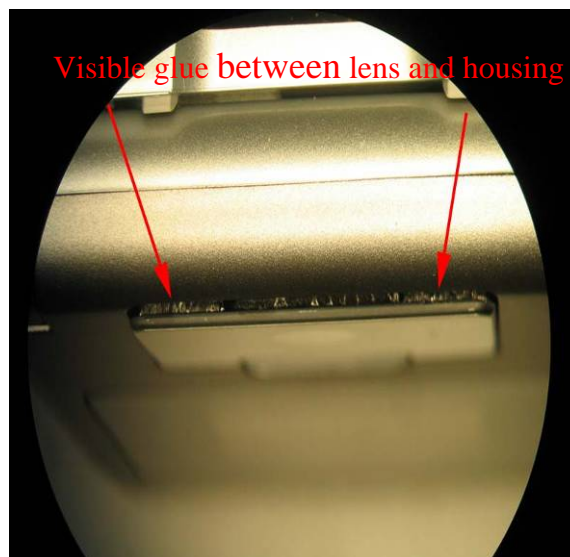


Fig. 1 Camera Lens Lifting



## **Solution**

Production material shipped from Foxconn Feb 21 and beyond will consist of Open Cell Gasket for 2mp camera gasket (3271688B04), see fig. 4

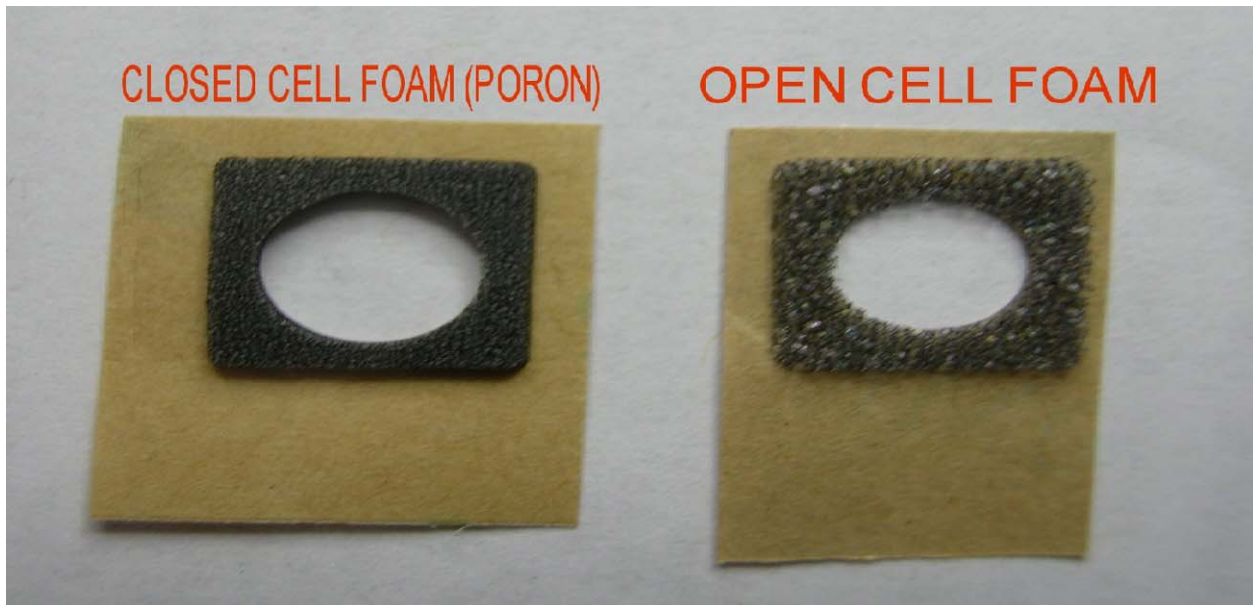


Fig 4. Closed and Open Cell Foam

## **Service Action**

### **Customer Returns:**

When servicing V3x customer returns with complaint related to camera lens being lifted, then:

1. Replace closed gasket with the open cell gasket (PN 3271688B04) following 2MP LENS REMOVAL PROCEDURE and 2MP LENS PLACEMENT as described below.
2. Follow normal post repair testing procedures.
  - a. Verify no contamination between imager and imager lens.
  - b. Test external imager for foreign material in view finder.

**Note:** Be sure to completely remove adhesive prior to placing the new lens, see step 5 of 2MP LENS REMOVAL PROCEDURE.

## 2MP LENS REMOVAL PROCEDURE

1. Place the phone or flip/base assembly on a clean, flat work surface. Verify that hinge flex is not pinched.



2. Use a flexible tool blade/0.15mm (0.006inch) feeler gauge to pry underneath the lens.



3. Lift up the tool blade supporting the lens avoiding contact with the flip cover housing.



4. Remove the lens from the flip cover.



5. Use a plastic tool blade to remove the adhesive residue on the lens recess.



6. Clean up the lens recess with isopropyl alcohol using a cotton swap/q-tip.  
Note: Take caution not to wipe the imager lens.



### 2MP LENS PLACEMENT

1. Place the 2MP lens on the lens housing recess, and press firmly into place.



2. Transfer the unit to the press fixture, see note below, and apply a pressure force of 22 Kgf during 20 seconds.



**Note:** AMS part numbers for the Lens press tool fixture: Generic press tool part number 19501980. V3x Lens press fixture part number 0-00-00-40848.

### **Service Inventory:**

Verify current inventory does not exhibit issue described. If so, follow procedure listed above to replace closed gasket with new open cell gasket (3271688B04)

### **Call Center Information**

When responding to problem product inquiries where customer complains of the camera lens lifting, direct them to their local Service Center per this FSB

### **Service Entry Code**

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

### **Global M-Claims Codes:**

**Customer Complaint Codes:** ACC08 (Accessory – Camera, mechanical)

**Problem Found Code:** ACC06 (Accessory – Camera, mechanical)

**REF Designator Code:** NA

**Repair Code:** RTW02 (Replace Level 2 Part-CSB/FSB)