



MOTOROLA

Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-86
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Date: March 6, 2006
Total No. of Pages: 2
Subject: **GSM L7 No Camera**
Model Affected: L7
Level of Repair: 2

Problem

Service is aware of an issue identified during 1st 200 NPI Analysis on GSM L7. Some units returned with a customer complaints of “Camera –No Operation” or “Camera phone/hangs as shown in Figure 1 and 2 below were found to have Altus camera modules failed intermittently with substrate used before week 2, 2006.



Fig: 1 Camera-Hangs

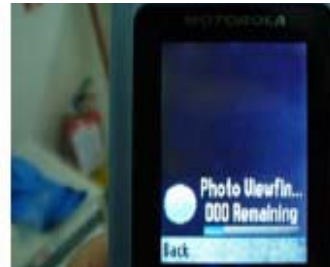


Fig: 2 Camera-No Image

Solution:

The supplier Altus has corrected this problem with use of new substrate. Camera module P/N 0171121A01A has started using new substrate from week 02, 2006 or later. See Figure 3 below to identify date code information of Camera module.



Fig: 3

Example of
548005: year
2005; week
48; lot # 005



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Service Action

Customer Returns:

When servicing affected models of GSM returns, with customer complaint of "No Camera" or Camera/phone hangs when accessing camera function, then follow the below service process

1. If the customer complaint is confirmed, then:
 - a) Replace Camera module with date code week 02, 2006, or later
 - b) Retest the unit to verify proper operation.
2. If the unit still exhibits failure symptoms, then proceed with normal troubleshooting techniques per the customer complaint.

Service Inventory:

Purge current inventory of camera module 0171334A01 of date code before week 02, 2006, and replace with date code week 02, 2006 or later.

Call Center Action

When responding to problem product inquiries, on GSM L7 product, where customer complaint of "No Camera operation or "Camera phone/hangs when accessing camera function, direct them to their local Service Center to have their phones repaired per this FSB.

Service Entry Code

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

Global M Claims Codes:

Customer Complaint Code: CAM02 (CAMERA - No Function)

Problem Found Code: CAM02 (CAMERA - No Function)

Reference Designator Code: N/A

Repair Code: RTW02 (Replaced level 2 parts per CSB/FSB)

NA M Claims Codes:

Customer Complaint Code: CAM02 (CAMERA - No Function)

Problem Found Code: CAM02 (CAMERA - No Function)