



FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004-52
Author: Jianfeng Ma
Date: Mar 11, 2004 (rwo-AUS-NZ update June 2, 2004)
Total No. Of Pages: 2
Subject: **GSM Triplets - Phone hangs when capturing in low light conditions**
Model Affected: GSM V300, V303, V400, V500,V525
Level of Repair: 3 & 4

Problem

Service is aware of an issue, identified in the 2nd 200 NPI Analysis of GSM Triplets V303, with Agilent N03/N04 camera module. Some units, returned with a customer complaint of "Operation, Hangs/ Freezes/ Locks up" were found to hang/lock up when capturing picture in low light conditions. It has been confirmed that only Agilent N03/N04 camera modules contribute to this issue.

Solution

Short Term: The solution is a software patch to address a hardware problem. The problem has been corrected in software versions TRIPLETS_G_0B.09.38R and all later versions. With this version the phone will display an error message 'Picture Capture Failed' rather than lock up, then phone can capture again.

Long Term: Development Team is working with Agilent to improve the camera module.

Field Service Action

Customer Returns:

For Triplets phones (GSM V300, V303, V400, V500,V525) returned to Service Centre with the Customer Complaint of "Operation, Hangs/ Freezes/ Locks up", please follow the procedure below:

1. Confirm with customer if phone hangs when capturing in low light condition.
Reproduce procedure as below: (with Test SIM or Live SIM)
 - 1) Enter Camera mode then take a picture in low/dim/dark light. (Note: You can simply put one finger on the camera lens to simulate a dark background.)
 - 2) Press Capture to take a picture. (Note:some times it will take you several times to reproduce it. Once you find the phone hangs, then you can see soft reset after 1 minute or later, or the phone keeps locking up.)



MOTOROLA
intelligence everywhere™

**Beijing Competency Centre
Beijing MCIC
No.39A Zi Zhu Yuan Road
Beijing
P.R.China
Website: gs.mot.com/cc**

2. Per normal Service Procedure, Re-Flash/Re-Flex unit to the latest approved version for region equal or later than TRIPLETS_G_0B.09.38R.
3. Retest the unit per the Customer Complaint to verify unit is repaired and does not exhibit failure symptoms.
 - a) If unit is not repaired by Re-Flash/Re-Flex, then proceed with normal troubleshooting techniques as per the customer complaint.

Service Inventory:

Re-flash / Reflex all affected models of GSM Triplet units from inventory to the latest approved version for region equal or later than TRIPLETS_G_0B.09.38R.

Customer Call Center:

If the customer calls with any of the above mentioned symptoms, please refer them to return the unit for SW upgrade to an authorized service center.

Service Entry Codes

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

Global M-Claims Codes:

Customer Complaint Codes: OPR07 (Operation - Hangs/ Freezes/ Locks Up)

Problem Found Code: OPR07 (Operation - Hangs/ Freezes/ Locks Up)

REF Designator Code: N/A

Repair Code: SWU08 (SW upgrade/Reflash-CSB/FSB)

PRC E-service Entry Codes:

Complaint Code: 7007 (Operation, Hangs/ Freezes/ Locks up)

Root Cause Code: 2108 (SW upgrade/Reflash-CSB/FSB)