MOTOROLA

Customer Support Russia and CIS Region

Service Bulletin RU_SB033

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Date: 2004-03-23
Subject: GSM Triplets - Phone hangs when capturing in low light conditions
Rating: Level 3 Authorized

Products: V300, V303, V400, V500,V525

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.09.2ER 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.

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 captruing 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.)
2. Per normal Service Procedure, Re-Flash/Re-Flex unit to the latest approved version for region equal or later than TRIPLETS_G_0B.09.2ER.
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.09.2ER

Classification: Standard Warranty Repair. Use following codes.

Customer Complaint Code:
OPR07 - Operation - Hangs/ Freezes/ Locks Up

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

Repair Code:
SWU08 – SW upgrade/Reflash-CSB/FSB

REF Designator Code:
N/A

Original FB No: BJCCFSB2004-52

Parts:

Comments:

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