**MOTOROLA**
*intelligence everywhere™*

### *FIELD SERVICE BULLETIN*

FSB Number:          LVCCFSB2005-43
Author:                    Tony Bryan
Date:                       February 28, 2005
Total No. of Pages: 2
Subject:                  GSM Triplets Refresh – Thumbnail Image Quality
Phone Models:         GSM E550, V535, V545, V550, V600i, V620
Level of Repair:       1

## Problem

Service is aware of a customer perception issue, highlighted by the field and identified in the NPI Analysis, of the GSM Triplets Refresh product. Some units, returned with customer complaints of "Camera – Poor Quality", were analyzed to have no failure. However, it was noted that captured images that are stored in phone memory have a pattern of gray squares "water spot effect" superimposed on the thumbnail image. These gray squares are not seen on the actual image, when set as wallpaper, or when viewed by a PC or any other phone.

The squares are a result of the dithering applied on the images in order to improve the quality of a color gradient image. This effect is most noticeable when the captured image is a plain (uniform color) image. Removal of dithering would worsen the quality of images displayed on the screen. Since this is a rare occurrence, no change will be made to the existing imaging software.



Fig 1.0 – Thumbnail Image with gray dot  "Water Spot Effect"

## Solution

This issue will be resolved in all future products' software.

## Field Service Action

**Customer Returns:**

When servicing affected GSM Triplet Refresh customer returns, with customer complaints of "Camera – Poor Quality", where there is no failure identified, then:

1. Inform the customer that is not a defect and is normal operation of the product's imaging software.

## Call Center Action:

When responding to customer inquires on affected GSM Triplet Refresh products, with customer complaints of "Camera – Poor Quality", please use the information contained in this FSB to determine if the customer's concern is related to this perception issue.

## Service Entry Code

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

**Global M-Claims Codes:**

**Customer Complaint Code:** CAM01 (Camera – Poor Quality)
**Problem Found Code:** CND00 (Could Not Duplicate)
**Reference Designator Code:**
**Repair Code:** TAP00 (Handset – Tested and Passed)