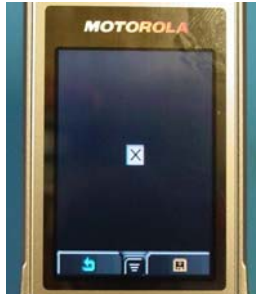


FIELD SERVICE BULLETIN

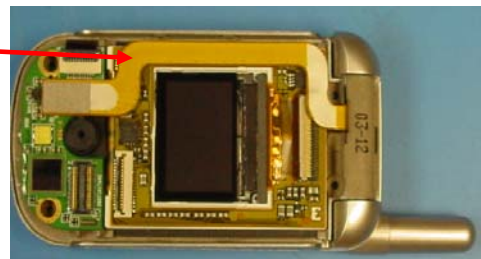
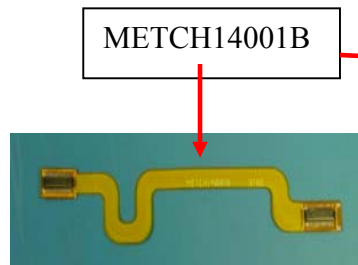
FSB Number: BJCCFSB2004-135
Author: Fang Hong
Date: June 7, 2004
Total No. Of Pages: 3
Subject: **V878 (TCH) Camera Display 'X'**
Model Affected: **V878 (TCH) GSM/DCS/PCS**
Level of Repair: 3

Problem

An issue was identified during analysis of returned V878 units. Some handsets have been returned with the customer complaint of "Camera display 'X'." The symptom is that the LCD display is 'X' after taking a photo.



Error Photo



Solution

This issue is due to some errors of the falling time of LCDCS signal. CPU read the error data of photo. Corrective action is to add a 33pF capacitor between LCDCS and GND on main PCB. The new PCB is named HW7. The HW7 is being tested by Motorola.

For HW5 and HW6 unit, the solution is to replace a new FPC, P/N is METCH14001B.

Field Service Action

Customer Returns:

If the returned unit is complained of 'Camera display X', Please Verify the symptom of issue. Check the symptom after replacing a new FPC.

If the symptom disappears, the handset is ok.

If the symptom exists, replace a main board.



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

Service Inventory:

Add the new FPC (P/N: METCH14001B) for V878 (TCH) units in inventory.

Call Centre Action:

When a customer contacts the Motorola Call Center, complaints 'Camera display X' issue on V878 (TCH), please tell the customer to repair his phone at Motorola approved service center.

Service Entry Code

PRC E-service Code:

Complaint Code: 8009 – Accessory failure-Camera only

Root Cause Code: 1301 – Defective FPC

EPPRS Code:

Complaint Code: N/A

Root Cause Code: N/A