FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-263
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Subject: **3G All – High Rate Charger**
Model Affected: 3G All
Level of Repair: N/A

Problem

This is an information Bulletin, highlighted by the field, where the end user complains of unit powering down during charging. It has been identified in some instances the customer has used a mid-rate charger causing the unit to exhibit this system. All 3G units require the use of a High Rate Charger.

In some modes with a midrate, B+ will draw more then the midrate can supply (450mA max) and the PA is not even on. In this mode, the seamless switching in your hardware will occur and some current will be sourced from the battery, the voltage will rise on B+ and the switch will open over and over then you have this uncontrolled oscillation.

When in a call, we go to single path and run everything off the 450mA from the midrate, if the phone draws more then that (PTP call) the phone eventually powers off. With the fast charger, we run the phone in dual path (B+ runs off external power and the battery is charged through the charge FET) Fast rate can supply 1.8 Amps so B+ gets all the supply it needs, and the battery gets what it needs + what the PA is drawing.

Solution
Notify Customer to use High Rate Wall Charger supplied with the phone.

Service Action
Customer Returns:
When servicing all 3G customer returns, with a customer complaint related to of "Doesn't charge or Powers down during Charging", then:
        a. Follow normal troubleshooting procedure per the customer complaint.

Service Inventory:
No Action Required.

Call Center Information

When responding to problem product inquiries where customer complains of unit powering down during charging or cannot charge, please verify the customer is using the supplied High Rate Wall Charger at time of purchase.

Service Entry Code

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

Global M-Claims Codes:
Customer Complaint Codes: N/A
Problem Found Code: N/A
REF Designator Code: N/A
Repair Code: N/A

Asia Codes:
Fault Code: N/A
Repair Code: N/A

PRC E-Service Codes:
Customer Complaint Codes: N/A
Problem Found Code: N/A
REF Designator Code: N/A
Repair Code: N/A