

## FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-146  
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Subject: **3G A1000, M1000, V980, C980, C975, E1000, V975, V1050 –  
Deeply Discharged Batteries**  
Phone Models: 3G A1000, M1000, V980, C980, C975, E1000, V975, V1050  
Level of Repair: 3

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### Problem

Service is aware of an issue, highlighted during the 1<sup>st</sup> 200 NPI units of C975, related to battery charging. Some units were returned with a customer complaint of “Battery / Charging – Doesn’t charge” and/or “Voice Call – Dropped Calls”. Analysis revealed Coding of the battery voltage A/D samples only took into account an average of the 4 previous A/D samples. This can lead to one skewed A/D that causes the resulting average to be below a threshold voltage; therefore, the polling routine thinks that the battery has been removed. This results in not being able to charge a deeply discharged battery and / or the phone powering down during a call.

### Solution

New battery detection/removal algorithm was implemented in software releases listed below:

#### **M1000**

M1000\_U\_36.19.00B or Later

M1000\_U\_36.18.00B or Later

#### **A1000**

A1000\_U\_2A.43.05P or Later

A1000\_U\_34.15.03P or Later

#### **V980 / V975 / V1050 / C980 / C975 / E1000**

R26\_U\_83.37.54I or Later

R26\_U\_83.37.53I or Later

R245\_U\_82.32.01I or Later

R245\_U\_82.31.56I or Later

**Work around for deeply discharged battery – Charge battery in desktop charger, then reinsert into phone.**

## **Service Action**

### **Customer Returns:**

When servicing A1000, M1000, V980, C980, C975, E1000, V975, V1050 customer returns with a customer complaint related to “Battery / Charging – Doesn’t charge”, then:

1. Proceed with normal testing and troubleshooting procedures for these types of returns using the returned battery / charger / phone.
  - a. If determined to be charger related, replace charger.
  - b. If determined to be phone related, follow normal troubleshooting procedures for “Battery / Charging – Doesn’t charge” complaints related to the phone.
  - c. If determined to be battery related, place battery in desktop charger and attempt to charge
    - i. If battery charges, allow to charge to full capacity on desktop charger.
    - ii. Insert battery into returned phone and attempt to charge using returned charger.
      1. if unit doesn’t charge, follow normal troubleshooting procedures for “Battery / Charging – Doesn’t charge” complaints
    - iii. If the battery charges it can be confirmed that the fault was associated to the issue described above.
    - iv. Re-flash the unit with the latest approved software for your region by the following:

#### **M1000**

M1000\_U\_36.19.00B or Later  
M1000\_U\_36.18.00B or Later

#### **A1000**

A1000\_U\_2A.43.05P or Later  
A1000\_U\_34.15.03P or Later

#### **V980 / V975 / V1050 / C980 / C975 / E1000**

R26\_U\_83.37.54I or Later  
R26\_U\_83.37.53I or Later  
R245\_U\_82.32.01I or Later  
R245\_U\_82.31.56I or Later

- v. If software is not available, perform work around.



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### **Service Inventory:**

Update to latest approved software in your region.

### **Call Center Information**

When responding to A1000, M1000, V980, C980, C975, E1000, V975, V1050 Customer inquires related to “Battery / Charging – Doesn’t charge” or “Power Down in call”, please direct the customer to have their phone serviced per this FSB.

### **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:** CHG01 (Charging – Does Not Charge)  
CPR05 (Voice call – drop call, poor reception)

**Problem Found Code:** BAT14 (Battery – Does Not Charge)  
CPR05 (Voice call – drop call, poor reception)

**REF Designator Code:** N/A

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

#### **Asia Codes:**

**Fault Code:** 33 (Cannot Charge)  
02 (Drops calls)

**Repair Code:** 03 (Re-Program/Re-align)

#### **PRC E-Service Codes:**

**Problem Found Code:** 4201 (Charging – Does Not Charge)

**Repair Code:** 2108 (SW upgrade/Reflash – CSB/FSB)