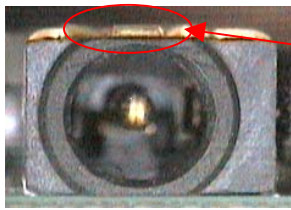


FIELD SERVICE BULLETIN – (Information Bulletin)

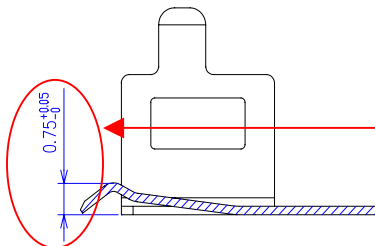
FSB Number: BJCCFSB2005--40
Author: Jason Wang
Date: 16th Feb. 2005
Total No. Of Pages: 2
Subject: **C115/C155/C156/C157 DC Jack Pin 1 Can't Make Contact Issue**
Model Affected: **C115/C155/C156/C157 GSM/DCS**
Level of Repair: 3

Problem

An issue was found in the NPI analysis process of C115/C155/C156/C157 products. The customer complaint: "Can't charge battery" or "Charger does not work". This issue was identified as: unit DC Jack pin1 can't make contact with charger plug. The defective DC jack pin 1 is only 0.330mm, the Spec. is $0.75+0.05/-0$ mm. It's DC jack material problem.



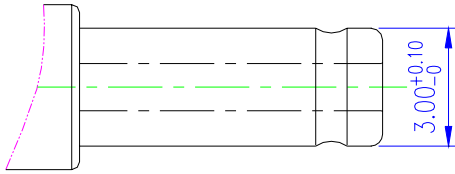
Contact point of Pin1 didn't protrude from HSG which resulted in the mal-conductivity.



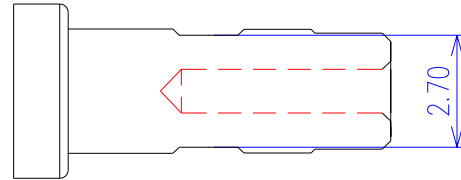
The contact dimension of pin 1 is too small which resulted in the defect.

Solution

The DC Jack vendor ACON has identified that the defective parts are ACON factory testing parts during equipment adjusting and mixed with good ones. ACON has implemented action to tighten DC jack contact test fixture Spec. from $3.00+0.10/-0$ mm to 2.70 mm and perform 100% conductivity test. Action date is Dec 12th 2005
Compal and HZ factory are running change on this part.



Test fixture
Before Modification



Test fixture
After Modification

Field Service Action

Customer Returns:

All C115/C155/C156/C157 phones returned to Service Center with the Customer Complaint of: **“Can’t charge battery” or “Charger does not work”**, please check DC jack pin 1 conductive performance firstly, if it’s the problem, please replace it with good one. Ref No. J13, P/N is 2327000151W.

Call Centre Action:

When a customer contacts the Motorola Call Center with Customer Complaint of **“Can’t charge battery” or “Charger does not work”**, with C115/C155/C156/C157 radio, then communicated to the customer send to at Motorola approved service center for the identified and repaired.

Service Entry Code

PRC E-service Code:

Customer Complaint Code: 4201 – Can’t Charge
Repair Code: 1201 –(Replace Electrical Part- Defective)

Global Code:

Complaint Code: CHG01—(Charging—Does not Charge) or
CHG02---(Charging—No Charging indication)
Problem found Code CHG01—(Charging—Does not Charge)
Repair Code: PEP01--(Replace Electrical Part-Defective)