

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2003-85 Rev (B)
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Date: Feb 25, 2003
Total No. Of Pages: 3
Subject: **GSM C35XV No Charge or No Power Up Rev (B)**
Model Affected: C350, C359, C350V, C359V, C250, C260, C266, C375, C450
Level of Repair: 3

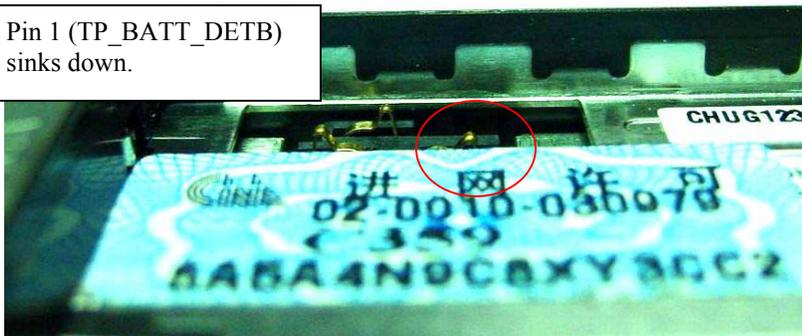
Problem

The issue was found in C359 NPI analysis. Customers complain the phone does not charge or does not power up. Sometimes the problems happen intermittently.

The issue was due to battery contact (M100) pins deformed/sinking down. Customers improperly insert battery cause battery contact pins sink down. Due to the same battery contact design, the affected models are C350, C359, C350V, C359V, C250, C260, C266, C375 and C450.

- If battery contact pins are not able to contact battery at all, phone does not charge or does not power up.
- If battery contact pins are not able to contact battery intermittently, phone also does not charge or does not power up intermittently.
- If Pin 1(TP_BATT_DET B) sinks down, the phone does not charge.
- If Pin 2(GND), pin 3(ATH_B+) sinks down, the phone does not power up.

Pin 1 (TP_BATT_DET B)
sinks down.



Solution

The new contact design was qualified (P/N: **3986859P01**).

Field Service Action

Customer Returns:

Any No Charge/No Power Up failures of C350, C359, C350V, C359V, C250, C260, C266, C375 and C450 should be check whether the battery pins sink down. If the battery pin sinks down, the new design part M100 (P/N **3986859P01**) should be replaced.

Service Inventory:

N/A

Call Center Action:

N/A

Service Entry Code

PRC E-service Code:

Complaint Code: 4003- Battery can't turn on phone
2001- No Turn On
4201- Does Not Charge

Root Cause Code: 1301-Replace Mechanical Component

EPPRS Code:

Complaint Code: 4 - Power failure
65-Charging Problem - Battery not holding charge
66-Charging Problem - Battery not charging at all
68-Charging Problem - Mechanical Issue

Root Cause Code: 50- Battery Contacts Mechanical Fault or contaminated



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M-Claim Code NA Service Entry Code:

Customer Complaint: BAT 03-Battery-Battery Can't Turn On Phone
CHG 01-Charging-Does Not Charge

Problem Found: BAT 03-Battery-Battery Can't Turn On Phone
CHG 01-Charging-Does Not Charge

Reference Designator: J-Connector

Repair: RPT 02-Replace Part-Damaged