

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-115
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Total No. of Pages: 2
Subject: C650 & V220 No Charge-Q901 & F900 Open
Model Affected: GSM C380, C381, C381P, C650, C651, V180, V188, V220, V226
Level of Repair: 2

Problem

C650 & V220 customer units are being returned with complaints of “Unable To Charge” or “No Charge”. Development has traced the root cause to a non-conforming charger manufactured by Leader Elections Inc. (LEI), China. The LEI charger does not have a bleeder resistor, making it unregulated and susceptible to spikes in the line voltage, which can lead to excessive charging current-damaging Q901 and blowing F900.

Solution

Short Term:

A global purge is in process to instruct DC's to remove and return all LEI chargers. LEI will be replaced with Pihong or Salom.

Long Term:

Product will be sourced from Pihong & Salom-not from LEI.

Service Action

Customer Returns:

Perform the following service procedure on all C65x & V220 returned with an LEI charger with Charger related customer complaints.

Note: As a precautionary measure, this procedure must be followed if a charger is not included with the returned unit.

- 1) Verify that the charger accompanied with the unit is LEI. LEI chargers have the supplier model number 35048035-A1/A2/C5 printed on the charger's label. If the charger is not LEI, proceed to troubleshoot the unit per normal servicing procedures. Refer to the photo below to aid in identifying a LEI charger:



- 2) Disassemble the unit to gain access to Q901 & F900.
- 3) Visually inspect Q901 for damage. Replace if necessary.
- 4) If no damage is evident, measure the resistance of the Q901 collector-emitter junction. Replace if the junction is shorted (approx 1 ohm or less). A known good unit can be used for comparison purposes.
- 5) Measure the resistance of F900. Replace if open.
- 6) Reassemble the unit
- 7) Connect either a Phihong or Salom charger to the unit and verify proper charger operation.
- 8) Scrap the LEI charger and replace with either Phihong or Salom.

Service Inventory:

Purge all LEI chargers from inventory and replace with Phihong or Salom.

Call Center Action

Instruct customer to return phone & charger for service per this FSB on customer complaints as mentioned above under "Problem".

Service Entry Codes

Please ensure that repairs of this type are logged into the applicable database as follows:

Global Service Codes-

Customer Complaint:	CHG01	Charging-Does Not Charge
Problem Found:	ACC00	Accessory-No Detail Provided
Reference Designator:	Q	Transistor
Repair:	REP02	Replace Electrical Part-Damaged

PRC Service Codes-

Customer Complaint:	4201	Charging-Does Not Charge
Repair:	1202	Replace Electrical Part-Damaged