



INFORMATIONAL FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-107
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Subject: **MPX220 Mid-Rate Charger**
Model Affected: **MPX220**
Level of Repair: 1

Problem

This is an information Bulletin regarding the usage of Full-Rate charger with MPX220, highlighted during the NPI process. Phones are being return for “No Charge” complaints and it has been identified that using a full-rate charger could potentially cause charging failures. The over current protection (OCP) fuse in the phone is rated at 0.500A with a break at 1A 3ms, the full-rate chargers rate is at 1.5A and in some extreme cases the phone could draw more current than the fuse could handle. Mid-rate chargers are rated at 0.375A and will not cause this over current condition. All MPX220 units require the use Mid-Rate Charger only.

Note: A separate FSB will be drafted to address failures.

Solution

All markets that ship MPX220 with full-rate have changed the in-box kit to mid-rate charger. Contact your local service management team for details on charger replacement process.

Field Service Action

Customer Returns:

A separate FSB will be drafted to address fuse failures.

Call Center Action:

Advise customer not to use full-rate charger.

Service Inventory

N/A

Global M-Claims Codes:

Customer Complaint Codes: N/A

Problem Found Code: N/A

REF Designator Code: N/A

Repair Code: N/A