

## FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-265  
Author: Amador Hassell  
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Total No. of Pages: 3  
Subject: **GSM - Battery Metering levels with BT On**  
Model Affected: V3, Santorini, Fiji, Triplets Refresh  
Level of Repair: 1, and 2

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### Problem

Service is aware that some GSM phones have been returned with complaints related to Short Battery Life. The failure mode analysis revealed that when the Bluetooth feature is active, the metering levels do not transition correctly. The metering levels transition correctly with the Bluetooth feature deactivated. Since the battery levels are reported incorrectly with the BT feature turned on, the user perception of battery consumption is altered and charging times are reduced; thus causing reports of short battery life. This failure mode have been detected in V3, Santorini, Fiji and Triplets refresh units.

### Solution

The root cause of the incorrect metering levels transition is related to the HAPI port being polled to detect the BT module status. In the units that showed the issue, the port was set to HAPI\_BLUETOOTH\_MODULE\_ON. The right setting for the HAPI port is HAPI\_BLUETOOTH\_WAKE, which correctly enables or disables the Bluetooth module. The SW change has been implemented in:

V3 - R374\_G\_0E.40.95R (Razr)

Triplets Refresh - R376\_G\_0E.66.0FR

Santorini - R472\_G\_08.18.13R

Fiji - R474\_G\_08.48.61R



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## **Service Action**

### **Customer Returns:**

When servicing units returned with Short Battery life complaints:

1. Troubleshoot the unit following standard procedures for short battery life failures.
2. If no hardware related failure is found, check the status of the Bluetooth feature. If the Bluetooth module is powered on, determine whether the SW version is older than the version containing the upgrade (see versions mentioned above).
3. If the SW version is dated before the implementation of the upgraded SW load, proceed to flash the unit with the newest SW version approved for the region/carrier.

### **Service Inventory:**

N/A

## **Call Center Action**

When responding to customer inquiries on V3 Razr with complaints related to short battery life, please direct the customers to have their phones serviced as per this FSB.

## **Service Entry Code**

Please ensure that repairs of this type are logged in the Service Link database as follows:

### **Global M Claims Codes:**

**Customer Complaint Code:** BAT02 (Battery- Battery Life Short)

**Problem Found Code:** BAT02 (Battery- Battery Life Short)



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**Reference Designator Code:**

**Repair Code:** SWU08 (Software Upgrade/ Reflash – CSB/FSB)