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CSB-1146-3
 Country : UK
 Date : 1/11/2007
 APC : F29
 Repair Level : 3

Title V3 05 CR - GSM - AUL IC - No VBUCK Voltage Output
 Model Effected V3 05 CR

PROBLEM

Service has been aware of an issue, identified in Razr 05 NPI/MOL analysis. Some units returned with customer complaint of "Turn on/off, No turn on", were found having no power up current drain and no VBUCK voltage output from AUL IC. Engineer analysis reveals that the AUL IC was damaged by some internal transient electrical overstress.

SOLUTION

A new version of AUL IC 2.9 which is made improvements to increase the robustness of the VBUCK regulator against transients has been approved for production on Razr-05 since 12/1/2006. The new part number is 5188450M48 (Reference Designator U900).

FIELD SERVICE ACTION

When servicing any Razr 05 CR returns with customer complaints related to "No Turn On", then:

1. Test if the phone has 0A power up current and confirm if the failure mode follows PCB board. If yes, go to step 2;
2. Test if the VBUCK voltage output is 0V and determine if it is due to AUL IC failure per normal troubleshooting procedure. If yes, go to step 3;
3. Replace the AUL IC with a good one (part number = 5188450M48).

Otherwise, please follow normal testing and troubleshooting techniques to identify the failure, per the customer complaint.

CALL CENTER ACTION

When responding to customer inquiries on Razr 05 CR product with complaints related to "No Turn On", work with the customer to identify whether the phone can't be forced into flash mode and no keypad backlight flash when pressing power key. If so, inform the customer to return the unit to an authorized service center for repair, per this FSB.

Note: Press *, # and power key simultaneously can force the phone into flash mode.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: TON01 - Turn on/off - No Turn On

Problem Found Code: TON01 - Turn on/off - No Turn On

Reference Designator:U - Integrated Circuit And

Repair Code: RTH02 - Replace Level 3 part - CSB/FSB

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-495
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