



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2003-128
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Date: Nov.20, 2003
Total No. of Pages: 2
Subject: GSM V300 Battery Life Short
Model Affected: Triplets V300
Level of Repair: 1,2,3,4

Problem

It has been brought to the attention of the Service Organization during 1st 200 NPI analysis of V300 regarding an issue with the battery. Approximately 8k units have been shipped with SNN5669A instead of SNN5704A. SNN5669A has a known overcharging issue. This issue was determined to be the result of incorrect battery threshold causing the battery not to transition from mid-rate to trickle at the appropriate threshold, 4.27Vdc vs. 4.20Vdc. Due to repeated overcharge this will lead to a shorter battery life, and the specification for that is 80% of rated capacity after 400 cycles. Instead of meeting 80% of capacity at 400 cycles, it would be 250/300 cycles. This will result in poor battery life. Users have not seen this yet because this product is fairly new in the market and batteries have gone through only a few charging cycles.

Solution

Root cause has been determined and the following actions are being implemented:
The SNN5669A battery was put on stop by materials on Oct.23, 2003 and is not currently part of any Triplets model BOM.
All V300 BOM's are set up with correct battery SNN5704A.

Field Service Action

Customer Returns:

Perform the following procedure on any GSM V300 returned with a customer complaint of Battery Life Short:

1. Verify the unit has the correct battery SNN5704A.
2. If the unit has the incorrect SNN5669A battery, then replace it with SNN5704A battery and perform standard testing to verify there is not a battery related issue with the unit.
3. If the unit has the correct SNN5704A battery, then do the normal troubleshooting procedure to address the customer complaint.



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Service Inventory:

Please stock battery SNN5704A for use on V300 customer returns.

Service Entry Code

:

Global M-Claims:

Customer Complaint:	BAT02	Battery – Battery life short
Problem Found:	BAT02	Battery – Battery life short
Reference Designator:	N/A	N/A
Repair:	RBT04	Replace Battery

EPPRS Service Entry Code

Complaint Code:	03	Short battery life
Root Cause Code:	03	Battery life issue
Repair :	52	Battery faulty