

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004 - 14
Author: Rajesh Verma
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Subject: GSM Triplets “Phone Freezes When Charging “
Model Affected: Triplets V300/500/525
Level of Repair: 3, 4

Problem

During the 1st NPI analysis of EMEA V300/ 500 with software version OB.08.76R/8F5R units have been returned with customer complaint of “Phone Freezes When Charging”. From the customer standpoint, the unit is frozen. However if testing the unit with test tools such as Motofunctional, the unit will interface, but there will still be no indication on the phone’s display. The root cause has been traced to the software.

Solution

The problem has been corrected in software version TRIPLETS_G_0B.08.97I and later.

Field Service Action

Customer Returns:

All V300/500/525 Triplet units returned to Service Center with the Customer Complaint of “Phone Freezes When Charging” please perform the following procedure to verify failure:

1. Steps to confirm the failure:
 - a) Make sure the flip is open and unit is OFF and there is no SIM Card in the unit.
 - b) Insert battery then battery charger
 - c) Wait for “Charging Battery” to appear on the display.
 - d) Press Power key. The wake up tone will be heard, but display still says “Charging Battery”. Now display is frozen and backlights will not turn off.
 - e) “Charging Battery” will remain on display even after removing charger.
 - f) Battery must be removed to make the phone functional again.
2. If failure is confirmed by using Step 1, then Re-flash/ Reflex to software version Triplets_G_0B.08.97I or latest approved software version.
3. Retest the unit as described in Step 1 above to make sure new software fixed the problem
4. If the customer complaint cannot be duplicated using the procedure specified in Step 1 above, then continues with normal troubleshooting procedures.



Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

Service Inventory:

Re-flash / Reflex all V300/500/525 units from inventory to software version TRIPLETS_G_0B.08.97I or later approved software version.

Customer Call Center

When responding to calls with a Customer Complaint of “Phone Freezes When Charging”, walk the customer through Step 1 as described under “Field Service Action” to verify the failure. If failure is confirmed then instruct the customer to send the unit back to service center for software upgrade.

Service Entry Code

Please ensure that repairs of this type are logged on the Service database(s) as follows:

Global M-Claims:

Customer Complaint:	CHG01 – Charging doesn’t charge
Problem Found:	CHG01 – Charging doesn’t charge
Reference Designator:	N/A
Repair:	SW Upgrade/ Re-flash-Corrupt

EPPRS Service Entry Code:

Complaint Code:	66- Battery not charging
Root Cause Code:	66- Battery not charging
Repair:	03-Reprogram/Re-align