

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-61
Author: Tony Bryan
Date: March 19th, 2004 (rwo-AUS-NZ update June 2, 2004)
Total No. of Pages: 1
Subject: **GSM Triplets – PCB Power-Up**
Model Affected: GSM V300, V303, V400, V500, V525, V600
Level of Repair: 2

Problem

This is an informational bulletin detailing an issue, highlighted by the field, where a working display is required to power up a Triplets PCB. Service is aware of a SW Bug that was introduced in the Triplets_G_0B.08.9FR software release. With this software version, and some later versions, the Neptune IC requires data from the Display Module (ATI Chip) to fully enumerate. If no data is received from the ATI Chip via the SPI Lines then the software becomes stuck in a continuous loop, awaiting the data, and will power down after the WDOG Timer expires (approx. 30 Sec.).

Solution

The fix for this SW Bug has been integrated into the Triplets_G_0B.09.38R software release and all later releases. The PCB is now able to power up completely without a working display attached.

Service Action

Customer Returns:

When servicing affected GSM Triplets returns, with a customer complaint of “Can’t Switch the Phone In”, then:

1. Verify the unit does not completely power up, current holds at around 51mA, and unit powers down completely after approximately 30 seconds.
2. Disassemble the rear housing and attach a “Known Good” flip assembly.
3. Attempt to power-up the unit
 - a. If the unit powers-up normally with the “Known Good” flip assembly then the customer’s flip assembly should be analyzed for display related failure.
 - b. If the unit does not power-up with the “Known Good” flip assembly then the unit should be analyzed as a “No Turn On” failure.