



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004- 50
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Subject: **GSM Triplets - Neptune IC (Power Down in Sleep Mode)**
Model Affected: GSM V300, V303, V400, V500, V525, V600
Level of Repair: 3, 4

Problem

Service is aware of an issue, identified in the 1st 200 NPI Analysis of the all GSM Triplets models, with the Neptune LTE IC. A large percentage of the customer returns, returned with complaints of "Power Down in Standby" and "Phone Powers Down" were found to display the following symptoms. The unit will power down upon entering Sleep Mode when powered on using a battery. Analysis revealed the failure was caused by a faulty Neptune LTE IC where the Neptune's PLL circuitry- the divider circuit in the PLL circuit is getting corrupted when the part is in sleep mode. During normal operation the Neptune will wakeup periodically as part of the operation of the phone but it is during this wakeup mode the failure occurs-the Neptune goes to deep sleep mode and then completely shuts down.

Solution

The solution is a software patch to address a hardware problem. The problem has been corrected in software versions TRIPLETS_G_0B.09.38R and all later versions.

Field Service Action

Customer Returns:

When servicing affected models of GSM Triplet customer returns with complaints of "Power Down in Standby" and "Phone Powers Down", then follow the procedure below

1. Power up the unit with **battery** and wait till display's backlights time out. **Do not attach a charger or USB cable because when using these, the unit will not fail.** After the backlights time out the unit will freeze but CLI will still be on. After a few seconds the CLI will also turn off and unit will completely shut down.
2. If the failure can be duplicated by using the procedure described in Step 1 above then Re-Flash/Re-Flex unit to software versions TRIPLETS_G_0B.09.38R or latest approved version for region.
 - a. If the failure can not be duplicated by the steps above, then proceed with normal troubleshooting techniques as per the customer complaint.
3. Retest the unit, by following the procedure in Step 1, to verify unit is fixed and does not exhibit failure symptoms.
 - a. If unit is not fixed by Re-Flash/Re-Flex, then proceed with normal troubleshooting techniques as per the customer complaint.

Service Inventory:

Re-flash / Reflex all affected models of GSM Triplet units from inventory to software versions TRIPLETS_G_0B.09.38R or latest approved version for region.



Note: Pending the approval of software version TRIPLETS_G_0B.09.38R by your region, units that are confirmed to be this issue should be processed as swaps. The failed unit can be held and re-flashed once this software version is approved by your region. **Replacement Unit must be tested by following the procedure in Step 1 of the Field Service Action section above.**

Customer Call Center:

If the customer calls with any Power Down complaints, instruct them to perform step 1 under Field Service Actions. If complaint is confirmed then have the customer return the unit to an authorized service center for SW 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:	TON03	Auto Power down in standby
Problem Found:	TON04	Auto Power down in standby
Reference Designator:	N/A	N/A
Repair:	SWU07	SW Upgrade/ Reflash-Corrupt

EPPRS Service Entry Code:

Complaint Code:	13, 14, 15-Power Down Fail
Root Cause Code:	13, 14, 15-Power Down Fail
Repair :	03-Reprogram/Realign

ASIA Service Entry Code:

Fault Code:	17-Auto Power Off
Repair Code:	03-Reprogram/Realign