MOTOROLA

Customer Russia and CIS Region

Service Bulletin RU_SB022

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Date: 2004-01-28
Subject: Phone freezes when charging
Rating: Level 1&2 Authorized

Products: V300, V500, V525

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.

Action: 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 Step1 above, then continues with normal troubleshooting procedures.

Classification: Standard warranty repair. Use following codes:

Problem Found Code:	CHG01 – Charging, doesn't charge
Repair Code:	SWU07 – SW upgrade, corrupt

Original FB No: LVCCFSB2004-14