

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-36
Author: Tom Johnson
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Total No. of Pages: 3
Subject: **CDMA V810, E310, V510 Serial Communication**
Models Affected: CDMA V810, E310, V510
Level of Repair: 3, 4

Problem

Service is aware of an issue where the CDMA V810, CDMA V510, and CDMA E310 may not be able to communicate to devices via an un-powered serial cable and in addition, some accessories may exhibit no audio conditions. This condition is the result of an incorrect IC Switch placed by the manufacturing facility. Units with this incorrect part will have B+ voltage applied to pin 7 of the CE Bus Connector at all times. Note that the use of a powered serial cable, Junior Board, or USB cable will mask the issue.

Solution

Factory and part supplier have implemented improved parts verification process.

Service Action

Customer Returns:

When servicing affected CDMA V810, E310, or V510 customer returns, with customer complaints of “No Serial Data Communication” or “No Accessory Audio” verify the phone has the proper switch IC in the following manner:

1. With the phone powered off and a charged battery installed:
 - a. Measure the DC voltage on Pin 7 of the CE Connector.
 - b. A correct part will indicate 0 DC Volts on Pin 7 of the CE Connector.
 - c. An incorrect part will indicate the battery voltage on Pin 7 of the CE Connector.
 - d. If battery voltage is present on Pin 7 of the CE Connector, Replace IC303 with the correct part number 51-46101-01.
 - e. Figures 1 and 2 indicate the IC303 placement on the respective models.
 - f. Figure 3 shows the correct part marking HXxxx.
 - g. Figure 4 shows the wrong part marking FKxxx.

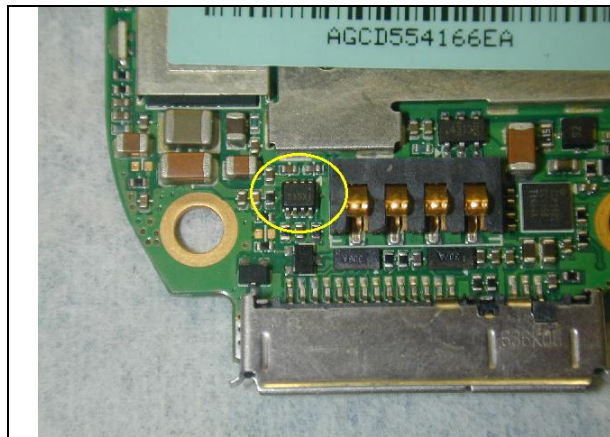


Figure 1. E310 PCB. IC303 is highlighted.



Figure 2. V510 and V810. IC303 is highlighted.

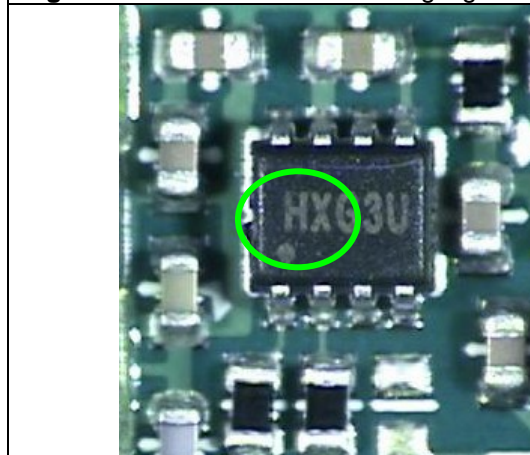


Figure 3. Correct Part with HX Suffix

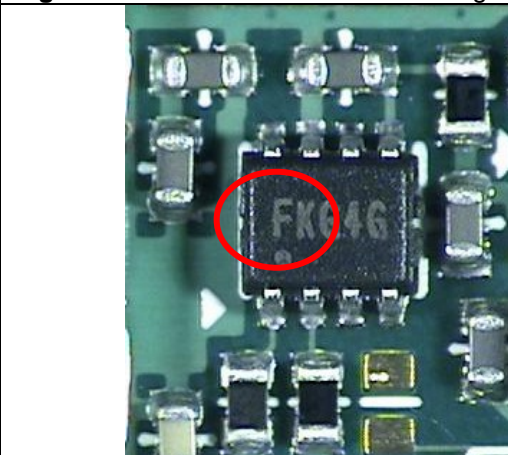


Figure 4. Wrong Part with FK Suffix

Service Inventory:

Ensure IC303, ODM part number 51-46101-01 is available for service.

Call Center Action

Advise that valid “No Serial Data Communication” or “No Accessory Audio” complaints be returned to the local service center for analysis.

Service Entry Code

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

Global M-Claims Codes:

Customer Complaint Code: DAP11 (Cannot Upgrade Software)

Problem Found Code: DAP11 (Cannot Upgrade Software)

REF Designator Code: U303 (IC Switch)

Repair Action Code: REP06 (Replace Electrical Part – CSB/FSB)



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

NOTE: The Customer Complaint and the Problem Found codes are the closest related code for this issue. Please use the above codes when entering M-Claims data.