



MOTOROLA

Customer Support Russia and CIS Region

Service Bulletin RU_SB034

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Subject: GSM Triplets – PCB Power-Up
Rating: Level 2 Authorized

Products: V300, V303, V400, V500,V525, V600

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.09.26R software release and all later releases. The PCB is now able to power up completely without a working display attached.

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.

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Comments:

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