



MOTOROLA
intelligence everywhere™

Beijing Competency Centre
Beijing MCIC
No. 39A Zi Zhu Yuan Road,
Beijing
P.R.China
Website: gs.mot.com/cc

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2004- 88
Author: Fang Hong
Date: Apr 6. 2004
Total No. Of Pages: 2
Subject: **V878 (TCH) and V690 (ROS) Can't Charge**
Model Affected: **V878 (TCH) and V690 (ROS) GSM/DCS**
Level of Repair: 2

Problem

Some handsets have been returned with the customer complaint of “can’t charge “

The symptom is:

The charger indicator LED is red and flash when charging to handset.

Solution

A root cause of this issue is due to damaged or soldering crack of U311. The details are in FSB No: BJCCFSB2004-32. Another root cause is:

When battery voltage became 0V, the handset base on HW5 can't charge for battery. HW6 will resolve this issue. Now a short term solution is to trigger the battery with a voltage generator:

1. Set the voltage generator output is **3.6V and 500mA**.
2. Connect the anodes of the voltage generator and battery, cathodes of the voltage generator and battery. **Notice, the connect time is under 5 seconds.**
3. Check the battery voltage. It will be about 3V.
4. Install the battery to the phone. Can charge normally.

Field Service Action

Customer Returns:

When V690 (ROS) or V878 (TCH) handset returned to Service Center with the Customer Complaint of “Can't charge”:

Check the battery voltage:

If the battery voltage is the normal value, please check the handset according to FSB No: BJCCFSB2004-32.

If the battery voltage is 0V, trigger the battery as description above.



**Beijing Competency Centre
Beijing MCIC
No. 39A Zi Zhu Yuan Road,
Beijing
P.R.China
Website: gs.mot.com/cc**

Service Inventory:

N/A

Call Centre Action:

N/A

Service Entry Code

PRC E-service Code:

Complaint Code: 4201 - Can't charge

Root Cause Code:

EPPRS Code:

Complaint Code: 66 - Battery not charging at all

Root Cause Code: