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CSB-1084-1
 Country : UK
 Date : 11/1/2006
 APC : F77
 Repair Level : 1

Title W220 - GSM - Cannot Charge due to the charger (SPN5297A) damaged
 Model Effected W220

PROBLEM

During the 1st NPI analysis on the W220, some units were returned with a complaint of 'Can not charge'. The symptom is the phone is no reaction when the charger was connected.

Charger vendor analysis result indicated the components (D5 and Transform) pin cold soldering.
Impacted part number is SPN5297A



SOLUTION

Charger vendor(Salom) improved the process from Sep 8 2006.

1. D5 solder-joint open:
 - a. When adjust the parameter of soldering machine, the line leader and IPQC must confirm first 5pcs OK prior to mass production.
 - b. After soldering, the operator must 100% inspect the solder-joint with the magnifier, if any defect, repair immediately.
 - c. When electrical test, the operator must strike slightly the charger to eliminate the potential solder-joint defect.
2. Transformer solder-joint tear off:
 - a. Have required the transformer supplier must wind the insulation wire on the base area of transformer PIN.
 - b. Educate the operator must fix completely on PCB, and must perform 100% visual inspection after fixing.
 - c. When electrical test, the operator must strike slightly the charger to eliminate the potential solder-joint defect.

FIELD SERVICE ACTION

When W220 (Sicily) handsets are returned to a Service Center with the Customer Complaint of 'Cannot charge', please check if the charger is not output or high voltage output.

If the charger output is abnormal, please replace a new charger with new **date code of 06172**.

CALL CENTER ACTION

When a customer contacts the Motorola Call Center, with the complaints of 'Cannot charge' on W220 (Sicily), Communicate with the customer to verify their phone at Motorola Approved Service Center.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: ACC18 - Accessory - Charger, Electrical

Problem Found Code: ACC18 - Accessory - Charger, Electrical

Reference Designator:ACC - Accessory

Repair Code: RCH01 - Replace Charger-Elect fault not charging

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-433
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