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 UNITED KINGDOM RG24 8WQ

CSB-1112-1  
 Country : UK  
 Date : 12/14/2006  
 APC : F77  
 Repair Level : 1

Title W220 - GSM - W220 Auto power down and Charging flashing issue  
 Model Effected w220

## PROBLEM

During the 1<sup>st</sup> NPI analysis on the W220, some units were returned with a complaint of 'Auto Power down or Can not charge'. The symptoms are:

1. Auto power down or power cycle during pressing some numeric keys
2. Display screen on and off ( flashing) when charging.

CMCS analysis indicates related to battery connector, vendor is P-Two. The contact force of battery connector is too closed the low limit and that will increase the Auto power down or cannot charge possibility.

## SOLUTION

CMCS has audit second source for battery connector, vendor is N-wing. **New part number is MESCY46004B.**

New battery connector was available from Nov 28.

## FIELD SERVICE ACTION

When W220 (Sicily) handsets are returned to a Service Center with the Customer Complaint of 'Auto Power down or can not charge', please check if

1. the phone will power down when pressing the numeric keys.
2. The screen is on and off (flashing) when the phone is being charged.

If the phone can power down and on, or the screen flash when the phone charging, please replace a new battery connector. Part Number: MESCY46004B

If the phone can not power down, please perform normal troubleshooting procedure.

## CALL CENTER ACTION

When a customer contacts the Motorola Call Center, with the complaints of 'Auto power down' or 'Can not 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: CHG01 - Charging - Does Not Charge  
 TON05 - Turn on/off - Auto power when making a call  
 TON09 - Turn ON/OFF - Power Cycling Soft Reset

Problem Found Code: CHG01 - Charging - Does Not Charge  
 TON05 - Turn on/off - Auto power when making a call  
 TON09 - Turn on/off - power cycling/ soft reset

Reference Designator: J - Connector

Repair Code: RMP10 - Replace Mechanical Part - CSB/ FSB

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If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-461  
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