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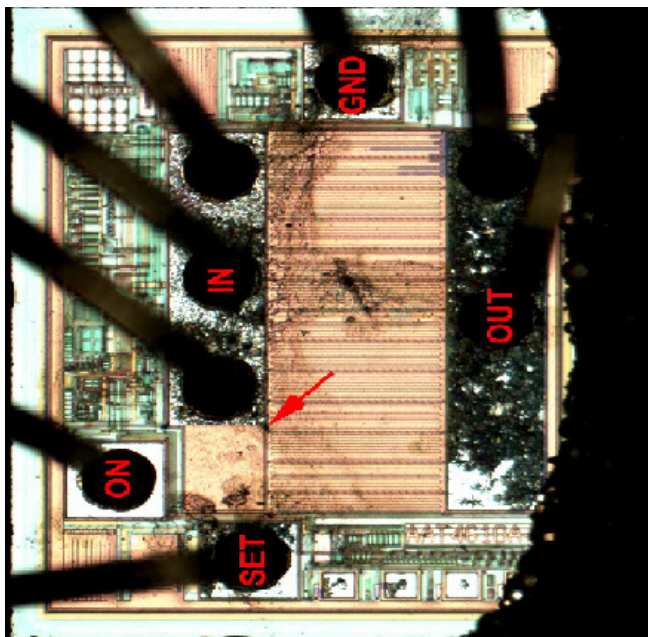
CSB-1269-3  
 Country : UK  
 Date : 4/9/2007  
 APC : F77  
 Repair Level : 3

Title  
 Model Effected

W220 - GSM - Cannot charge  
 W220

### PROBLEM

Service is aware of an issue identified in W220 MOL analysis. The customer complaint that the phone cannot be charged normally. This issue is caused by charge circuit component U306 failed. U306 is Current limited load switch, made by AnalogicTECH, part name: AAT4610AIJS. Vendor analysis result is that the part was damaged by electrical overstress.



Exposed die surface with arrow highlighting the location of top-metal damage

### SOLUTION

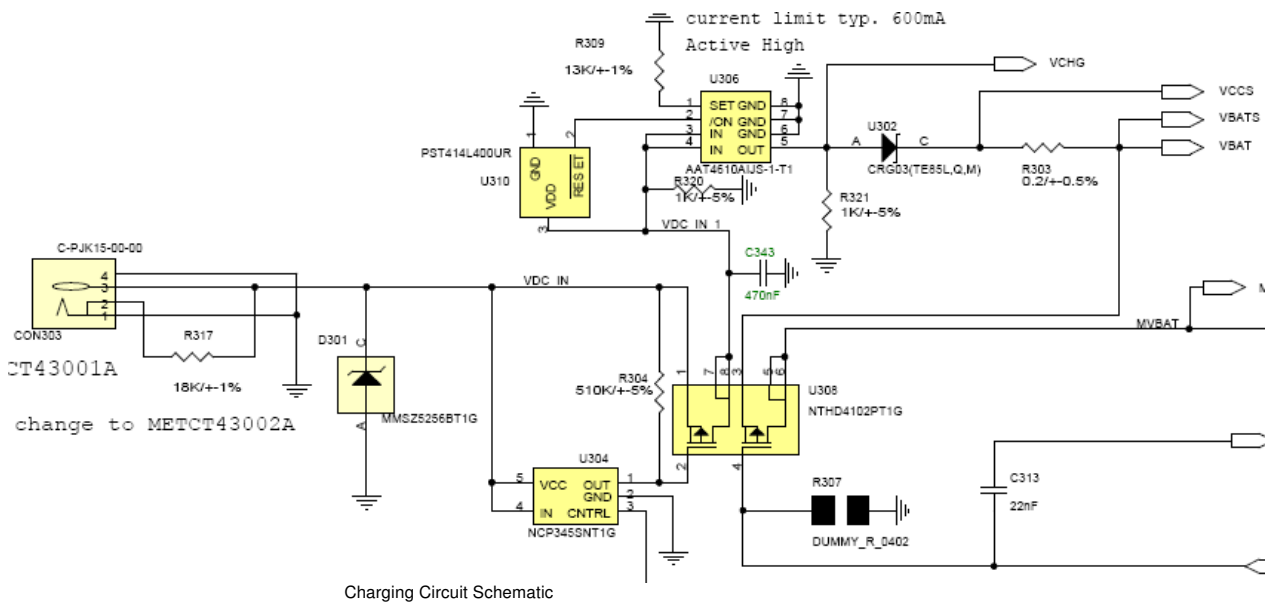
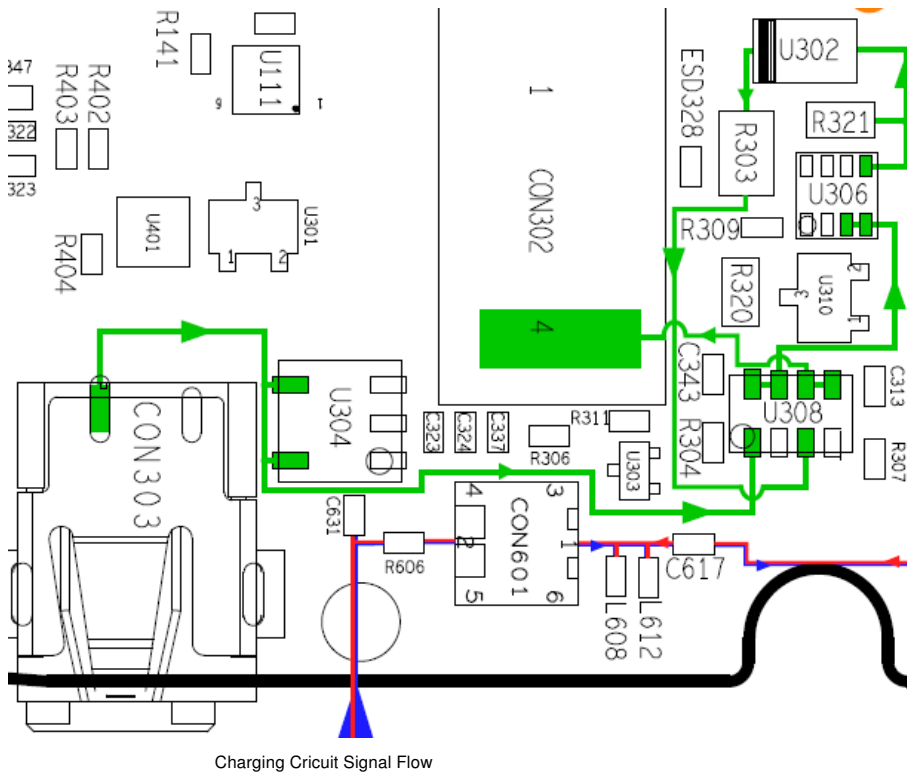
CMCS factory keep improving the ESD protection in manufacture line.

### FIELD SERVICE ACTION

When W220 handsets returned to service center with the customer complaint of 'Cannot charge', please verify the phone first and exclude the possibility of charger damaged and Can't fully charge issue (BJCCFSB2006-383), then measure the voltage of charging circuit after charger plugged in.

If the volatage of the Pin 3 of U306 is high, but the voltage of Pin 5 of U306 is low, then the U306 is failed. U306 part number is SA04610J220.

If not, please perform the normal troubleshooting procedure.



**Service Inventory**

N/A

**CALL CENTER ACTION**

User complaint of 'Can not charge' on W220 may be caused by charge circuit component U306 failed due to EOS. The factory has implemented actions to reduce the EOS possibility in manufacture line.

When a customer contact the Motorola Call Center, with customer complaint of 'cannot charge' on W220 handset, then tell the customer to bring the handsets to Motorola certified service center for repair.

**SERVICE ENTRY CODE**

**Global Service Codes**

Complaint Code: CHG01 - Charging - Does Not Charge

Problem Found Code: CHG01 - Charging - Does Not Charge

Reference Designator:PCB - Circuit Board

Repair Code: REP06 - Replace Electrical Part - CSB/ FSB

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If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2007-110  
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