



MOTOROLA UK  
 REDWOOD  
 CROCKFORD LANE  
 CHINEHAM BUSINESS PARK  
 CHINEHAM  
 BASINGSTOKE  
 UNITED KINGDOM RG24 8WQ

CSB-1280-3  
 Country : UK  
 Date : 3/23/2007  
 APC : F77  
 Repair Level : 3

Title W220 - GSM - Invalid Battery Issue  
 Model Effected W220

## PROBLEM

Service is aware of an issue, identified in the GSM W220 MOL analysis, with customer returns complaints of "Battery - Invalid battery" when charging phone. The root cause analysis identified an issue on U202 IC PN SA03025B0A0. ADIN1 pin of U202 had ESD/EOS issue. So the battery temperature reading will be wrong to show the "invalid battery" message and stop charging.

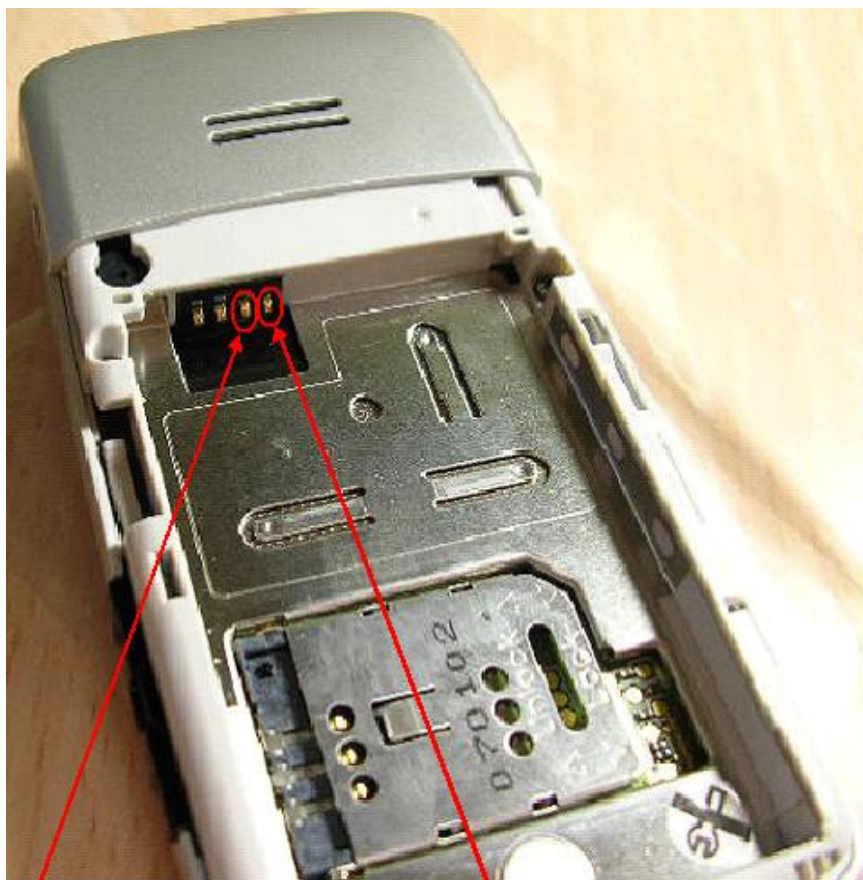
## SOLUTION

The supplier Texas Instruments is working to find out the solution for this issue. A new revision of this FSB will be released to complement the solution.

## FIELD SERVICE ACTION

When servicing any W220 customer returns with a customer complaint of "Battery - Invalid battery":

1. Check if display is presenting "Invalid Battery" message when charging phone;
2. If yes, Measure impedance between Ground and Bat\_Temp pin of battery connector showed on the picture below;



**Bat\_Temp Pin**

**Ground Pin**

3. If the impedance between these 2 pins is high (not shorted), please proceed to normal troubleshooting techniques;
4. If the 2 pins (Ground pin and BAT\_TEMP pin) of battery connector are shorted (low impedance), please replace U202 IC PN SA03025B0A0.
5. If after replace U202 IC phone still present "Invalid Battery" message when charging phone, please proceed to normal

troubleshooting techniques.

### **Service Inventory**

NA

### **CALL CENTER ACTION**

User complaint of "Battery - Invalid battery" may be caused by issue on U202 component and requires replace of U202. Supplier Texas Instruments is working on corrective action. A new revision of this FSB will be released to complement the solution.

When responding to customer inquiries on W220 with complaints related to "Battery - Invalid battery", please direct the customers to have their phone serviced as per this FSB.

### **SERVICE ENTRY CODE**

#### **Global Service Codes**

Complaint Code:       BAT04 - Battery - Invalid battery

Problem Found Code: BAT04 - Battery - Invalid battery

Reference Designator:U - Integrated Circuit And

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.2007-121  
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