



Networks and Enterprise Business
1301 E. Algonquin Road
Schaumburg, IL. 60196

FSB NUMBER: FSB10068
APC CODE: 136
DATE: May 2007
EXPIRES: 31 December 2007
BULLETIN TYPE: Warranty Service

FIELD SERVICE BULLETIN

SUBJECT: Minitor V Charger Amplifier Issues - Charging Failure and Buzz Noise problems

MODELS AFFECTED:

All RLN5869A and RLN5869B Charger Amplifier Base units may be affected. This base unit can be sold separately or in the RLN5704A, RLN5705A and RLN5706A Charger Amplifier kits.

SYMPTOM:

There are two issues that affect the Charger Amplifiers.

1. "Battery" and "Pager" LED flash red and never change to green when a pager or battery is inserted into the charger amplifier.
2. Audio distortion or a low level buzz noise can be heard only when the Green "charging complete" LED is illuminated indicating little or no battery charging is needed.

CAUSE:

Incorrect resistor values are causing these problems to occur.

RESOLUTION:

The Paging Product Group recommends replacement of affected charger amplifiers base units. If any of your customers are using a charger amplifier and are experiencing the symptoms listed above, they need to obtain a replacement charger amplifier, part number RLN5869C (**base unit only and not the complete kit**), by contacting Customer Care Services at 800-422-4210 and reference this FSB number.

Note: You will need to indicate the quantity of charger amplifier bases that are needed. These will be replaced as a normal Warranty Replacement order and done on a one to one basis with all defective material needing to be returned to Motorola. The defective material needs to be returned within 60 days **for this issue only**. If the material is not received in the time required your account will be billed accordingly. Therefore, please only order the quantity you feel you'll be able to handle and still meet this 60 day return window. You may submit additional requests for replacement Charger Amplifiers in order to meet your needs.

SEVERITY RECOMMENDATION:

Low - Perform when system exhibits above symptoms

LABOR WARRANTY ALLOWANCE:

This bulletin authorizes parts warranty only. No reference to labor warranty is implied, intended or authorized.