

Motorola Solutions Technical Notification (MTN)

TITLE: PMNN4547A showing “Unknown battery” error display on Multi unit charger

TECHNOLOGY: IMPRES 2 Battery

SYMPTOMS:

Error is only seen on NEW out of box batteries. Certain lots of PMNN4547A showing ‘Unknown battery’ error permanently on multi unit charger. When these affected batteries are used with a single unit charger, the charger LED will not light up for the initial 7 seconds before showing a solid RED LED.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

PMNN4547A with date code 2206 and the manufacturing codes specified in the table are affected. Other manufacturing codes are NOT affected.

2206 AT13
2206 ATP3
2206 ATP3
2206 AT33
2206 ATJ3
2206 ATQ3

Refer the image below on location of date code and manufacturing code



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SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

An error in the programming station in the manufacturing process has resulted in a certain quantity of batteries to be missing the required data to make the battery function correctly.

WORKAROUNDS AND CORRECTIVE ACTIONS:

None

RESOLUTIONS AND REPAIR PROCEDURES:

Affected units can be replaced under Warranty by calling 800-422-4210 Prompt 2, 2.

Reference MTN-0246A-21-NA and original FO (Factory Order) number when ordering replacements

PARTS REQUIRED (HARDWARE/SOFTWARE):

None

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

None

WHEN TO APPLY RESOLUTION:

- After reboot ___
- After (re)installation ___
- After upgrade ___
- After power cycle ___
- After database restoration ___
- After failure ___
- On FRU replacement ___
- During maintenance ___
- Immediately ___
- As instructed ___
- Information only X

LABOR ALLOWANCE:

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