

ICM D Customer Care Information from Dec. 6st, 2000 – limited distribution to the affected countries -

«Name_LSO»	From (Name)	Junggebauer
«Anrede» «Vorname» «Name»	Dept.	ICM D CC ST
«Zeile_1»	Telephone	+ 49 2871 91 2685
«Zeile_2»	Fax	+ 49 2871 91 2254
«Zeile_3»	Your Service Manager	«Anrede_SK» «Name_SK»
«Zeile_4»	Telephone	«Telefon_SK»
Tel : «Telefon»	Our ref.	
Fax : «Fax»	Date	December 6th, 2000

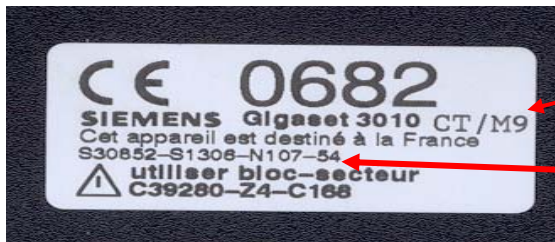
Subject: faulty capacitors on Gigaset 3010 ratio

Dear «Anrede» «Name»

Affected devices:

Gigaset 3010 ratio base station (state > 50 (figure after the last dash in the part-no.))

Gigaset 3010 Micro base station



Example of date code
M = 2000 9 = Sept.

State > 50 (here 54) indicates
that this is a ratio version

See **excel table** attached to this document for the affected countries and amounts. These countries are the main focus. There can be also other countries affected. The date code of the affected devices is within M8 (August) to MN (November).

Symptom:

Base station switches off after appr. 2.5 h of usage.

Faulty base station gets hot (chip N 600 heats).

Reason:

The boards of the affected base stations have been equipped with Tantal capacitors with wrong polarity (C511, C654). After a short time of usage the capacitors short-circuit and cause a breakdown in the voltage.

Product safety:

Division
Devices

Group Executive Management:
Rudi Lamprecht, Group President

Postal Address:
Siemens AG
ICM D CC S
Haidenauplatz 1
D-81667 München

Office Address:

Head: Peter Zapf

Dr. Adrian v. Hammerstein
Helmut v. Deimling

Telephone 089 722 - 0
Tx

The above mentioned fault doesn't have any influence on the product safety. In case of failure the customer will realize that the base station gets warm in the area of the AC-adaptor-socket. Due to the measured temperatures of the housing damages or personal injuries can be excluded.

Measures:

The sales and swap stock at Siemens have to be checked by taking samples of product with the affected date-code.

An appropriate sample quantity of 10 pcs. out of a packaging that comprises 120 pcs needs to be checked. These samples should be taken from different locations (bottom, top, left, right). Open the base stations and check the polarity of the Tantal capacitors (C511 and C654). If one base station is affected the whole packaging has to be checked. Please give your feedback regarding the sample check to Jörg Jungbauer until Wednesday, 13/12/2000 in the following details:

part number/total stock/sales or swap stock/affected products/datecode of affected products

Reimbursement for the sample/stock check will be according to the agreed rates for "NFF returns" without reimbursement for administration. Costs and activities shall be reported as "special activity".

In addition all returns with the affected date-code must be checked as well.

Please ensure that no affected product will be shipped to the customer without prior repair.

Please state based on your own analysis whether your repair capacity is sufficient to carry out the required Level 2.5 repair locally. According to your statement we will decide how to precede further.

Repair:

Every affected new base station (from the sales stock) has to be repaired by desoldering the capacitors turning them for 180° and resoldering them. If the base station has been manufactured with **ceramic capacitors 2**. (Photo below) there is **no need of replacement**.

Regarding devices that have been returned from the customer the capacitors must be replaced by new ones (see right polarity on the photos below).

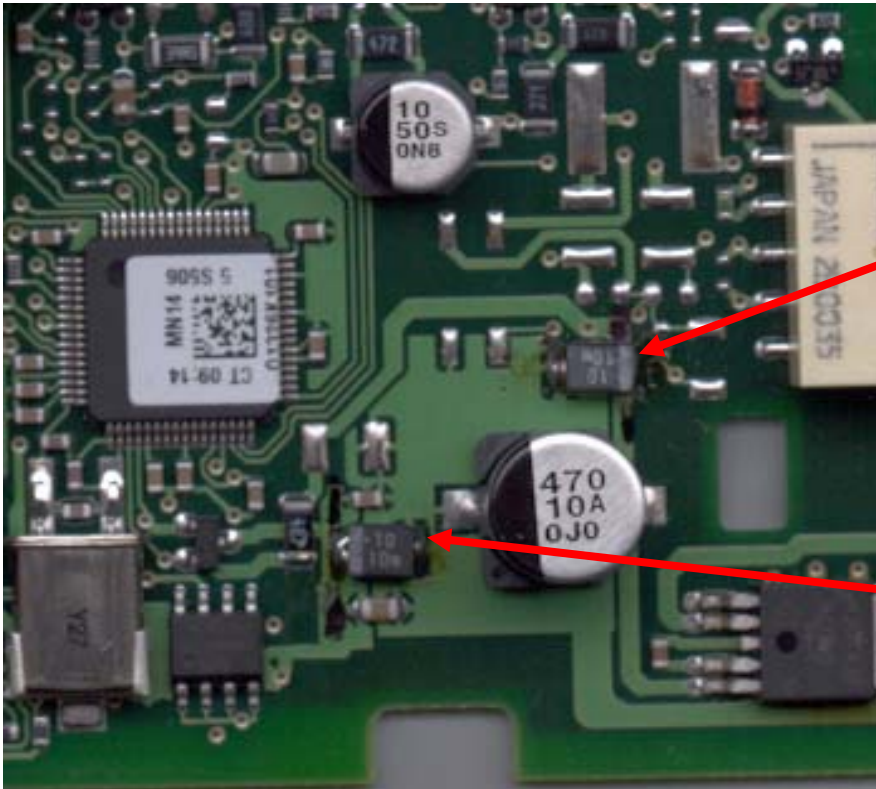
The plus pole of the Tantal capacitors is marked with a line.

Note: ESD protection rules and SMT soldering rules have to be followed.

You will get the ordering number of the capacitor asap.

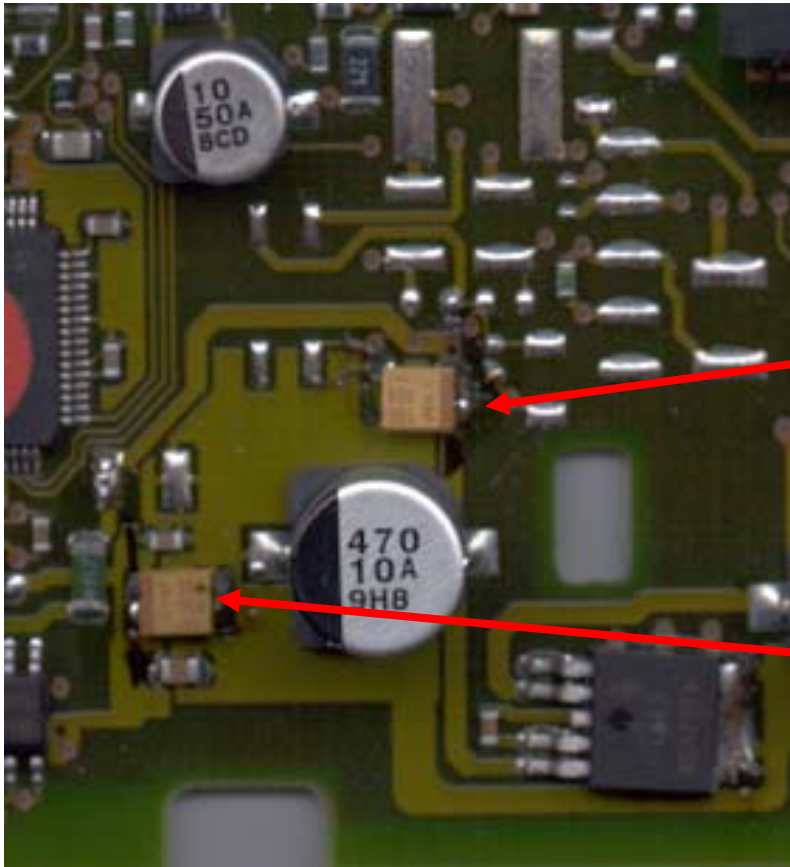
The reimbursement for the repair will be according to the agreed rates for "LSO repair" without reimbursement for administration. The reporting shall be reported as "special activity".

See pictures below for correct soldered Tantal capacitors and different types of capacitors (yellow (brown line=plus pole) and black (silver line=plus pole)Tantal capacitors)



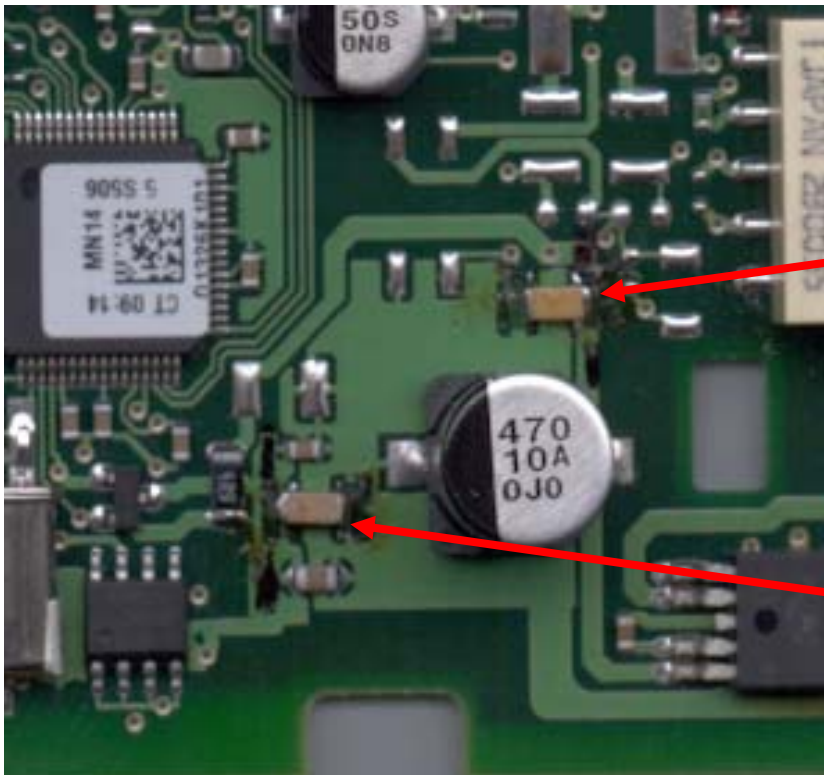
Correct polarity
C654

Correct polarity
C511



Correct polarity
C654

Correct polarity
C511



Ceramic
capacitor C654

Ceramic capacitor
C511

Betrachter - [SA269387/A3 (31%)]

Seite Optionen Redlining Fenster Hilfe

Ende

tpg

2D-Barcode

Uhrzeit
13.10

Sachnummer
T0TV9CE1D

Datum versch.luesse.lt
EM10

Zustand / Linie
-5 L15a

Achtung!

Wird fuer C654 und C511 Kondensator
V24853-B2106-M2 verwendet.
Polung siehe unten bzw.
Bauschaltplan T30852-Q1326-A101-4-7402

Bestueckdaten
fuer C654 und C511
S30852-Q1326-A101-4-BP81

Linienkennung

C782
C800
C805
C808
C811
C816
C819
C822
C825
C828
C831
C850
C90
C904
C907
C909
C911
C915
C917
C919
C920
C922
C924
C926
C929
C936
C941
C95
D501
G500
L800
L90
L903
N50
N800
R106
R108
R113
R141
R143
R145
R147
R151
R153
R156
R167
R50
R51
R52
R54
R550

sign. Fischer
Head of ICM D Customer Care
Operations EMEA

sign. Roesner
Head of ICM D Customer Care
Business Administration EMEA



"G3010 deliveries
cap problem.xls"