

**SB, Overtemperature, B140X, B220X, B330X in chargers
QC330, QC500, 2025-03****This service bulletin replaces the previously issued B1230034A-07****Affected models**

Model	PNC	Model	PNC	Model	PNC
QC330	967091401	QC330ZR	967686201	QC500	967091501
	967091402				967091502
	967091403				967091503
	967091404				967091504
	967091405				967091505
	967091406				967091506
	967091407				967091507
	970522201				970449501
	970522202				970449502
	970522205				970449505
	970522206				970449506

Affected markets

All.

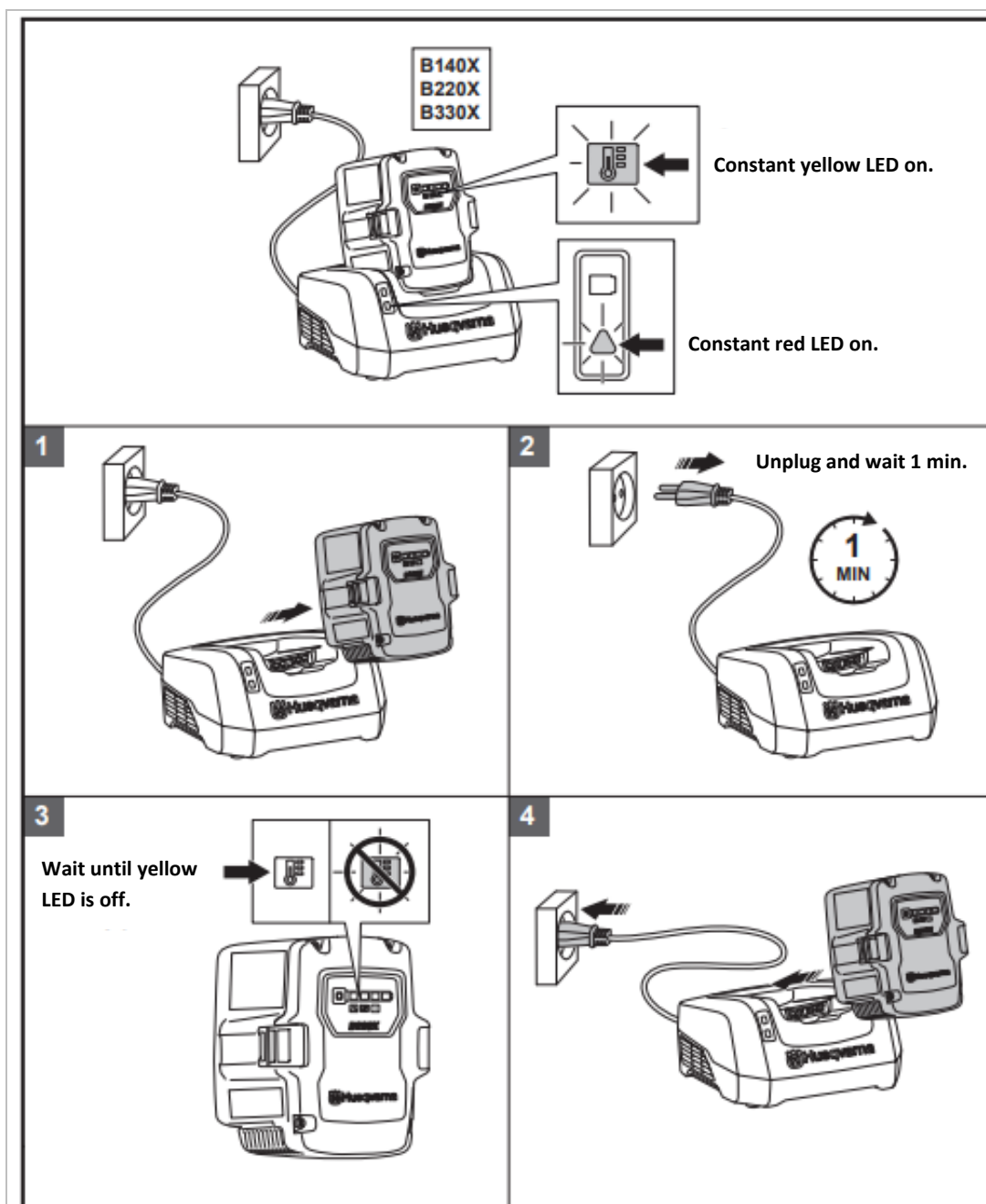
Description

When a B220X, B140X or B330X battery becomes hot, the charger enters error mode “BAT+” and displays a solid red LED. To solve the problem and exit “charger error mode”, the charger must be disconnected, which will cool down the battery (see *Instructions* below).

Warranty reporting information

Field	Selection or Entry
Claim type (inventory)	Non required
Claim type (end users)	Non required
Failure description	Non required
Component code	Non required
Defect code	Non required
Labor allowance	Non required

Instructions



1. Remove the battery from the charger.
2. Disconnect the charger mains for at least 1 minute.
3. Wait until the yellow temperature LED on the battery HMI is off.
4. Insert the battery in the charger and charging will start.

Action required ☐

Information only ☒

Revision History

Rev.	Date	Order id.	Description
A	2025-03	00137610	Created