



TO INFORM YOU

**PRODUCT
SUPPORT
BULLETIN # 493**TO: AUTHORIZED *portable electric tool* SERVICE STATIONS
factory SERVICE CENTERS

DATE: March 2009

TOOL(S) \ PRODUCT(S) AFFECTED: 2401-20 M12 Screwdriver, 48-11-2401 12V Compact Lithium-Ion
Battery Pack, 23-66-1095 Electronic Switch Module Assembly**SUBJECT: "23-66-1095 Electronic Switch Module Assy versus 48-11-2401 12V Compact
Lithium-Ion Battery Pack"**

Symptom	Possible Cause(s)	Solution(s)
switch - trigger ' quick-pull ' – no power	Battery Pack	An aged / used 48-11-2401 12V battery Pack can lead to the impression of a bad 23-66-1095 Switch in the M12 Screwdriver – if the trigger can be pulled slowly and deliberately versus a 'quick-pull' allowing the tool to turn-on and run – the battery pack is to blame.
switch no power	Switch electronics FET	Switch electronics FET may be faulty – attempt to run screwdriver with known-good battery pack.
Battery Pack connected to Charger - alternately flashing red/green Charger lights	Bad connection between Battery Pack and Charger battery pack only part-way-in-charging-bay and/or 'rocked'/ moved during charge cycle Aged / Used Battery Pack - Faulty Battery Pack -	FULLY seat battery pack into charger – a slight tap on the battery pack may be needed to fully seat pack. NOTE: with alternately flashing red/green Charger lights unplug the Charger from power source and let it sit until the lights stop flashing – this allows circuit board capacitor to self discharge. A fully charged aged / used battery pack can cause a flashing red/green condition; run/drain battery pack and retry charging on known good Charger. If Battery Pack takes a normal charge it is functional - if the period of run time becomes noticeably shorter with a normal charge, this indicates the end of the Lithium Ion battery packs service life; customer should replace battery pack with a new Lithium Ion battery pack. Pack may not be accepting charge or switch electronics FET may be faulty. Attempt to charge Battery Pack on known-good Charger.
Tool's Battery Pack fuel gauge drops to NO lights after one or two screw insertions – no LEDs lit or blinking.	DEFECTIVE Battery Pack	Battery Pack shows four lights, and then – battery pack is 'dead'– fuel gauge drops to NO lights after one or two screw insertions and fails to rebound after 30 seconds of non-use
	Battery Pack Protection	Battery Pack Protection - to protect itself from damage and extend its life, the battery pack's intelligent circuit monitors current draw and temperature. In extremely high torque, binding, stalling, and short circuit situations, the battery pack will turn OFF the tool if the current draw becomes too high . In these situations, the tool will "buzz" for about 5 seconds before it turns OFF. To reset, pull and release the trigger. Under extreme circumstances, the internal temperature of the battery could become too high; the battery pack will then shut off .

This bulletin is for informational purposes. PLEASE NOTE ON SERVICE PARTS LIST: 54-04-2400, 54-42-2400