2350 Zanker Road
San Jose, CA 95131
Phone: 408 597 3400
Fax: 408 597 3431

Service Bulletin

http://service.globalvr.com

Priority Level: Medium — Recommended Action for Affected Systems		
Attention:	All Service Personnel	**Bulletin:** SB-019 **Date:** 10/5/2005
Products:	*Need for Speed*™ **Underground**, EA SPORTS™ MADDEN NFL™ FOOTBALL, and EA SPORTS™ PGA TOUR® Golf with PS35-BL Motherboard	
Issue:	If CMOS battery fails, CMOS settings must be changed.	

Symptom: If the CMOS battery on the computer motherboard dies or becomes disconnected, the CMOS settings will revert to the default state. The Dram R/W Timing and Power Loss Resume State are two key settings that will default to an undesirable state.

Memory Frequency must be set to **DDR266;** and **Dram R/W Timing**, if listed, must be set to **Fast** in the Advanced Chipset Features menu of the CMOS Setup Utility. If these settings are different, the game may freeze or behave erratically, and error messages may appear onscreen.

Power Loss Resume State must be set to **Turn On** in the Power Management Setup menu of the CMOS Setup Utility. If it is not, you will not be able to power ON the game from the switch at the back of the cabinet.

Solution: Connect a keyboard and reboot the game. Press the **Del** key as the system boots to enter the CMOS Setup utility.

For detailed CMOS setup instructions, refer to Service Bulletin 017. (For golf computers with an NB32-SL motherboard, refer to Service Bulletin SB-018).

More Info: The CMOS battery is a button-cell battery on the motherboard. It can normally be expected to last 2 to 5 years. When it dies, it must be replaced with a comparable battery.

Sometimes the battery connection can be lost briefly due to excessive vibration during shipping. This will also cause the CMOS settings to revert to the default state.

If you change the CMOS settings, but the settings revert to the default state after you power cycle the cabinet, this indicates that the CMOS battery is probably dead.

If the computer does not boot when the cabinet is powered ON, but it does boot when you press the Power button on the front of the computer, the CMOS battery may be dead. You can check the battery with a voltage meter.