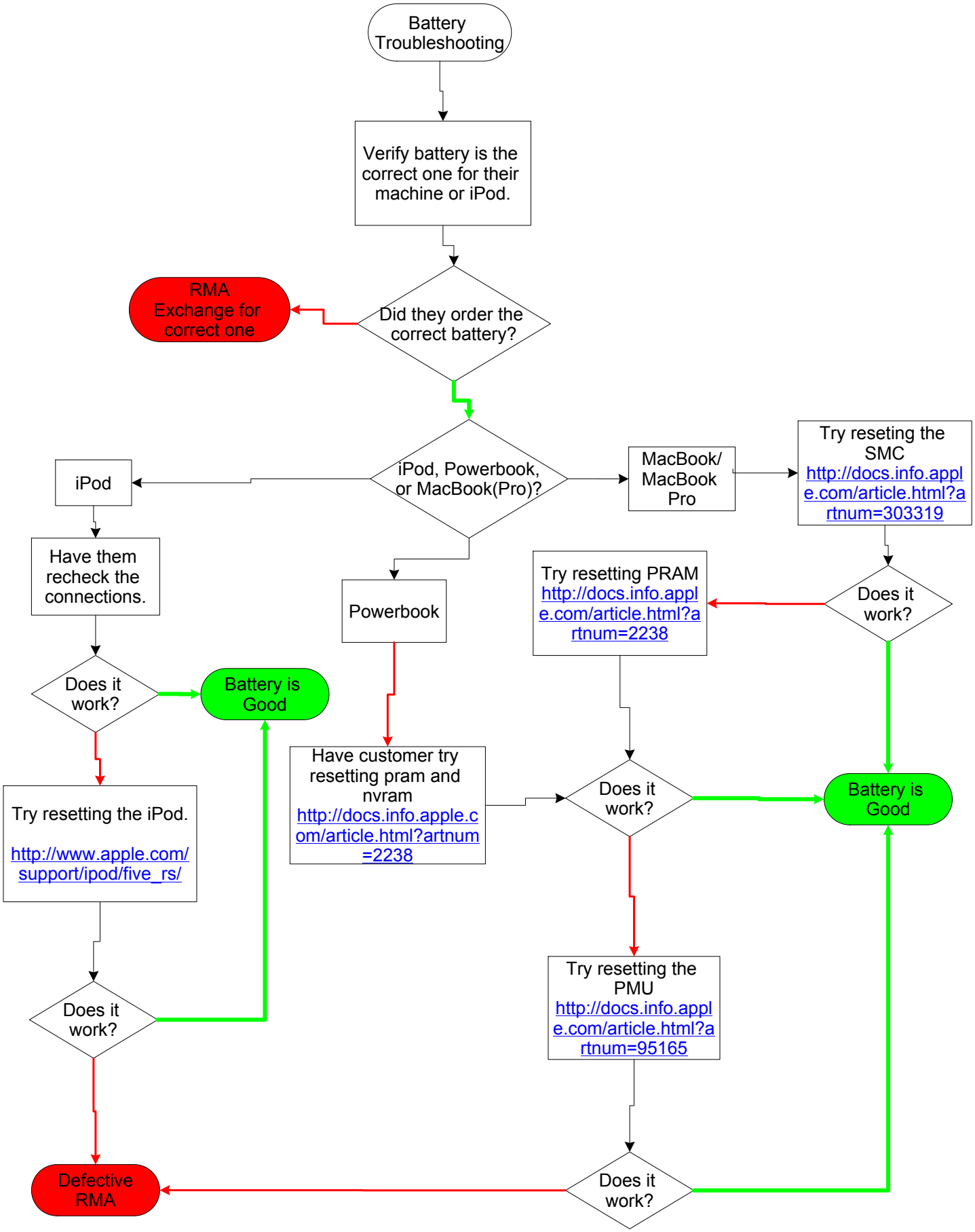
Battery Troubleshooting
Verify battery is the correct one for their machine or iPod.
Did they order the correct battery?
RMA Exchange for correct one
iPod, Powerbook, or MacBook(Pro)?
iPod
Have them recheck the connections.
Does it work?
Battery is Good
Try resetting the iPod.
http://www.apple.com/support/ipod/five_rs/
Does it work?
Defective RMA
Powerbook
Have customer try resetting pram and nvram
http://docs.info.apple.com/article.html?artnum=2238
Does it work?
Battery is Good
Try resetting the PMU
http://docs.info.apple.com/article.html?artnum=95165
Does it work?
Defective RMA
MacBook/ MacBook Pro
Try reseting the SMC
http://docs.info.apple.com/article.html?artnum=303319
Does it work?
Try resetting PRAM
http://docs.info.apple.com/article.html?artnum=2238
Battery is Good