

FIELD SERVICE BULLETIN

FSB Number: EICCFB2003 - 22
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Total No. Of Pages: 2
Subject: **GSM C350 SIM card holder very stiff**
Model Affected: GSM C350
Level of Repair: 2/3/4

Problem

There have been customer complaints of SIM card holder very stiff on the C350 product. As a result of the C350 NPI analysis, it was discovered that the rubber cover cap on mini-USB was interfering with the back endo SIM mechanism. It was found that the manufacturing assembly process was leading to misalignment of the mini USB rubber cover.

Solution

Manufacturing operators have been educated on correct assembly process. Enhanced checking has also been added within the manufacturing process.

Field Service Action

Customer Returns:

For any radio returned for repair with a customer complaint of SIM card mechanism very stiff, it should be verified whether the rubber mini USB cover is interfering with the SIM mechanism. To do this the operator should push the SIM eject mechanism, there should not be any stiffness while pushing. If the eject mechanism is found to be tight the rear endoskeleton must be removed and the rubber cover realigned.



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Service Inventory:

N/A

Call Centre Action:

If a customer complains of SIM card holder being stiff and difficult to operate, the customer should return their phone for verification of this issue and the necessary repair.

Service Entry Code

Complaint Code: – 79 – Check Card - Mechanical Issues
– 81 – Sim Card Mechanical Issues

Root Cause Code: – 46 – Sim Connector Mechanical Fault or Damaged