

FIELD SERVICE BULLETIN

FSB Number: EICCFSB – 20
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Date: 1st April 2003
Total No. Of Pages: 2
Subject: **9.6 kbps SIM card not compatible with C350**
Model Affected: C350
Level of Repair: 3/4

Problem

There have been customer complaints of **Main Keypad No Function, Auto Power Down, and Check Card/ "Please Wait"** on the C350 product.

As a result of the C350 NPI analysis, it was established that a SIM card with a data transfer speed of 9.6kbps has difficulty in communicating with the C350 product, resulting in the above failure modes being seen.

Solution

The Design group determined that by removing C835 ([Part No 2113743L17](#)) from the PCB, the issue would be resolved.

An ECP (No 133329) was implemented March 13th 2003 to delete C835 from the PCB.

Field Service Action

Customer Returns:

Any radio returned for repair with a customer complaint: Main Keypad No Function, Auto Power Down, and Check Card/ "Please Wait" should remove C835 from the main PCB. Please see fig 1 for details.



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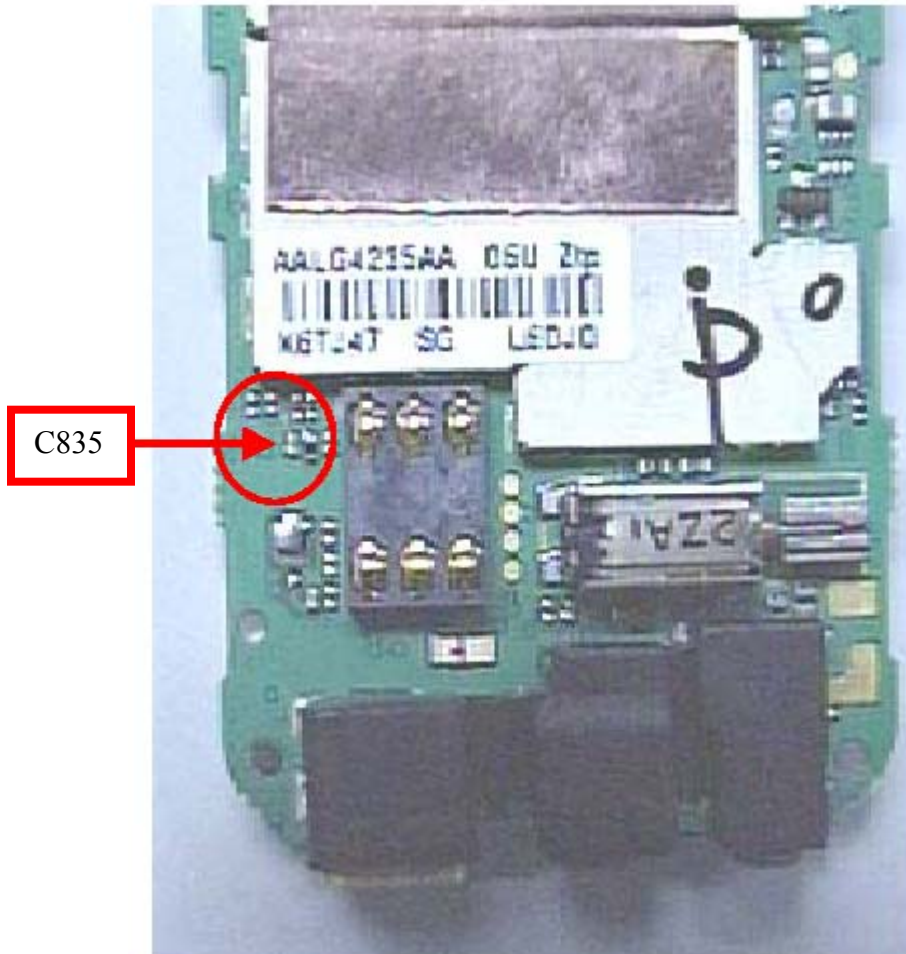


Fig1

Service Inventory:

N/A

Call Centre Action:

If a customer complains of **Main Keypad No Function, Auto Power Down, or Check Card/ "Please Wait"** on the C350 product they should be advised to ensure via their operator that they do not have a 9.6kbps SIM card.

With new applications and large messaging content in current phones, it is recommended to use high baud rate SIM card in order to maintain quick response of phone operation.

If it is verified that the SIM card being used is not a 9.6 kbps card the unit should be returned for repair.

Service Entry Code

Complaint Code: – 80 – Sim Card Electrical Issue

Root Cause Code: – 75 – Defective Discrete Component