

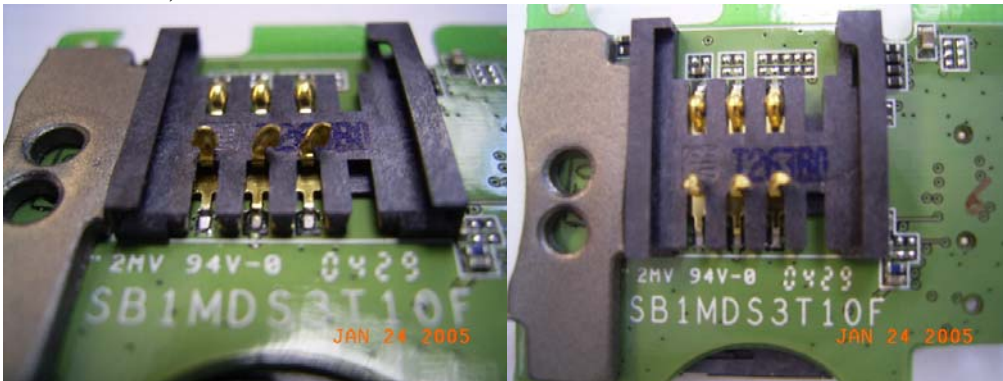


FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-61
 Authors: Darwin Garcia
 Date: March 11, 2005
 Total No. of Pages: 2
 Subject: **MPX220 SIM Connector Pins Buckling**
 Model Affected: **MPX220**
 Level of Repair: 3

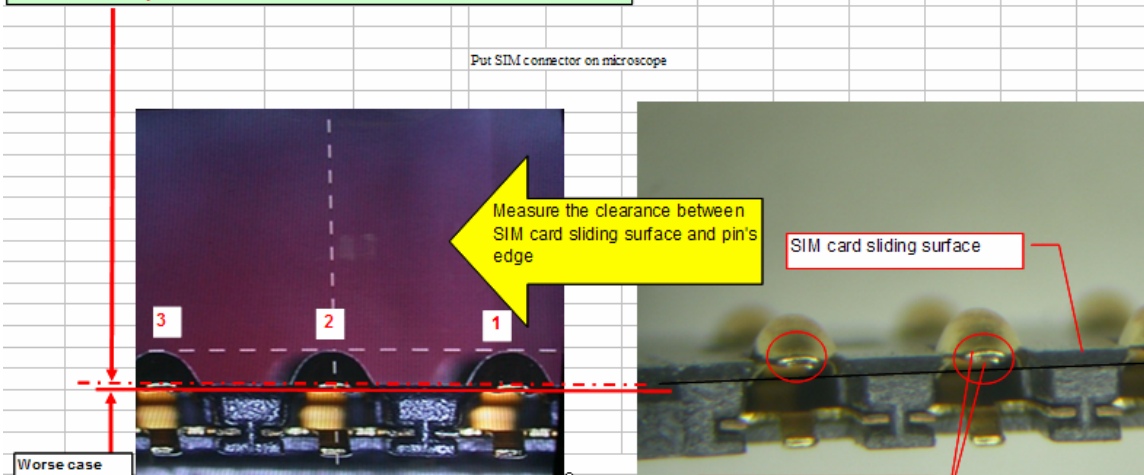
Problem

Service has detected a SIM connector issue during MPX220 NPI process. Phones are being return for damage SIM connector pins occurring when inserting the SIM card for the first time, most evident in the Asia market.



The clearance between the SIM card sliding surface and pin's edge is too high in some connector, however failing part were within the original specs.

The clearance could be 0.049 mm in some cases and such small clearance may cause SIM card to impact on the pin's upper edge and bend the pins.



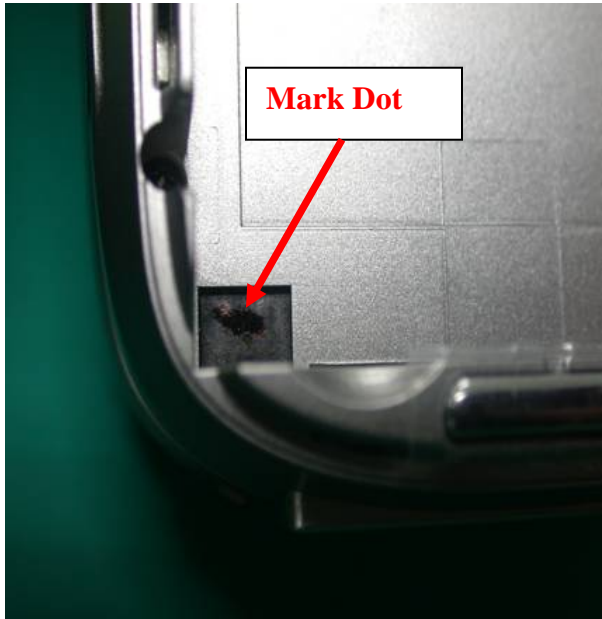


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Solution

Hamburg (SIM card connector supplier) modified the tool to move the pins edge lower, from original design distance 0.05+0.08 mm to 0.1+0.08 mm. It was expected to reduce the potential risk of pins buckling. Hamburg replaced all the piece parts in CMCS factory with the new SIM connectors for new built on February 5 2005. Also, new built units will have a mark dot on case D lower left corner.



Field Service Action

Customer Returns:

When servicing any MPX220 customer phones with this issue, repair the daughter board (31MDS00030F) by replacing the damage SIM connector (SN0CC411060). Perform SIM testing with a thicker (0.84 mm) dummy SIM card to adjust the pins' position.

Call Center Action:

Call center should advise callers with this issue to send their phones in for repair.

Service Inventory

It is recommended to institute a 100% SIM card insert test on spare parts.

Global M-Claims Codes:

Customer Complaint Codes: SIM03 (SIM card – Card holder broken)

Problem Found Code: SIM03 (SIM card – Card holder broken)

REF Designator Code: J (Connector)

Repair Code: RMP10 (Replace Mechanical Part – CSB/FSB)