



Middle East & North Africa
Personal Communication Sector

Field Service Information

MPX220 SIM Connector Pins Buckling

Our Reference: SI17-3-2005

Date: Mar 24, 2005

Pages (including this page): 3

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Classification:

Motorola Internal Information

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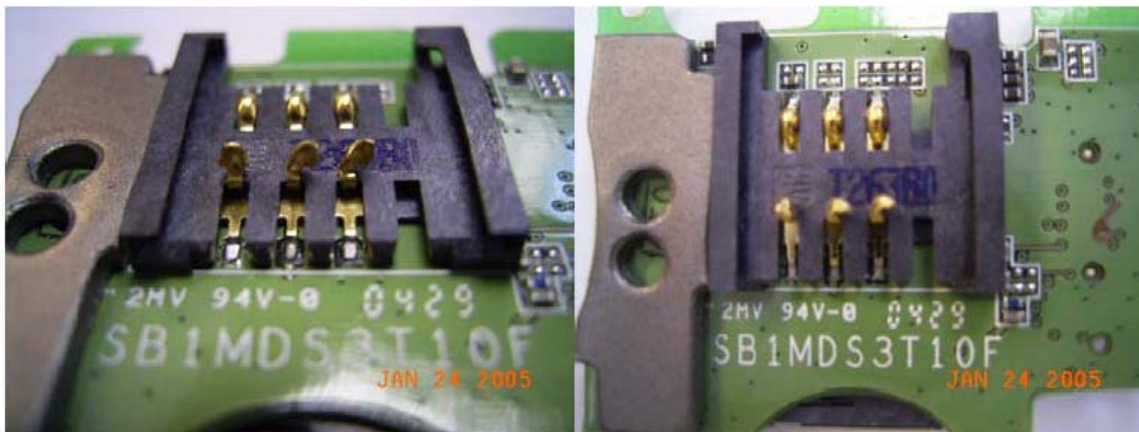
Product/System: MPX220

Subject: **MPX220 SIM Connector Pins Buckling**

FIELD SERVICE INFORMATION

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 Connectors, however failing part were within the original specs.

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.

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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)

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