

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-230 (Rev B)
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Date: August 18, 2005
Total No. of Pages: 3
Subject: **GSM Razr V3 SIM pin broken**
Model Affected: V3
Level of Repair: 3 & 4

Problem

Service is aware that some V3 Razr units have been returned with complaints related to SIM detection. In several cases, service personnel have reported broken/bent pins in the SIM connector. The failure mode analysis indicates that the angle of insertion during SIM placement plays a fundamental role in the SIM connector damage.

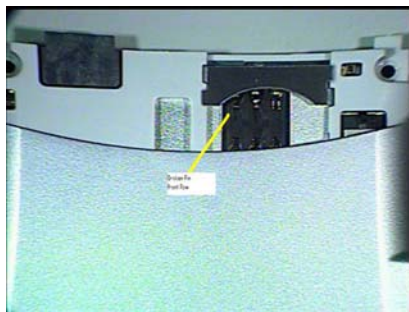


Fig 1. A SIM Block pin in the front row is broken.

Solution

Short Term: A protective tab has been added to the back housing to prevent the user from bending or destroying the SIM connector front pins. The tab forces the SIM to run in parallel with the SIM connector's surface. The new rear housing was initially implemented at the factory in units built on black Razrs.

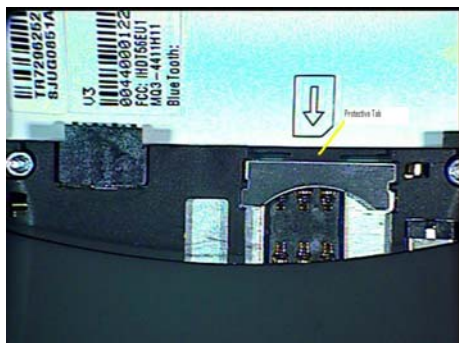


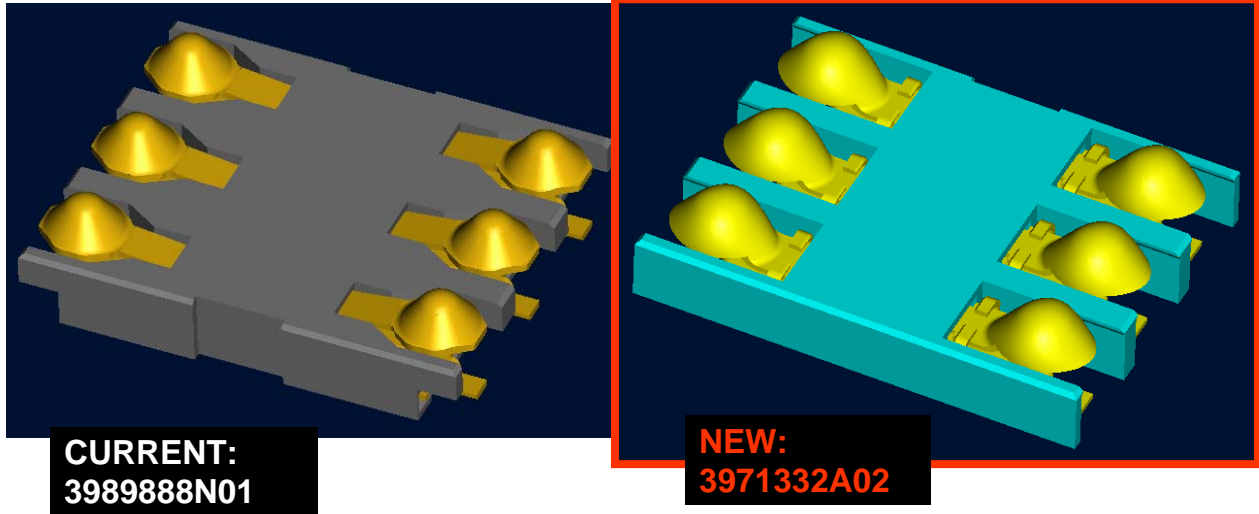
Fig 2. Housing with protective tab.



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Long Term: As of August 12th new production units will include a new Molex connector, the design change features a more dome shape (R0.80 compared to ~R0.60) contacts and lowered leading edges (~0.25mm) to promote lead-in for SIM card insertion.



Service Action

Customer Returns:

When servicing V3 Razr unit with an "Insert SIM" complaint:

- 1.) Troubleshoot the unit following service standard procedures.
- 2.) If the SIM Block connector is damaged, replace it with a new SIM connector (PN: 3971332A02) if available if not use old SIM connector (PN: 39899888N01).
- 3.) Replace the rear housing with the redesign back cover (PN: 1590049N02 REV A/Silver, 1590049N03 REV A/ Black). **Note:** No new part numbers were issued for the rear housing with protective tabs. The corrective action was implemented as a running change at factory level and it will be fully implemented after the original rear housing available stock disappears.
- 4.) Test the unit for voice call performance.

Service Inventory:

All new SIM block orders should be for the new connector (PN: 3971332A02).

Call Center Action

When responding to customer inquiries on V3 Razr with complaints related to an "Insert SIM" screen message, please direct the customers to have their phones serviced as per this FSB.



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Service Entry Code

Please ensure that repairs of this type are logged in the Service Link database as follows:

Global M Claims Codes:

Customer Complaint Code: SIM01 (SIM card - Check card / Insert SIM)

Problem Found Code: SIM01 (SIM Card - Check Card or insert card)

Reference Designator Code: J (Connector)

Repair Code: RPM02 (Replace Mechanical Part - Broken/crack)