



Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

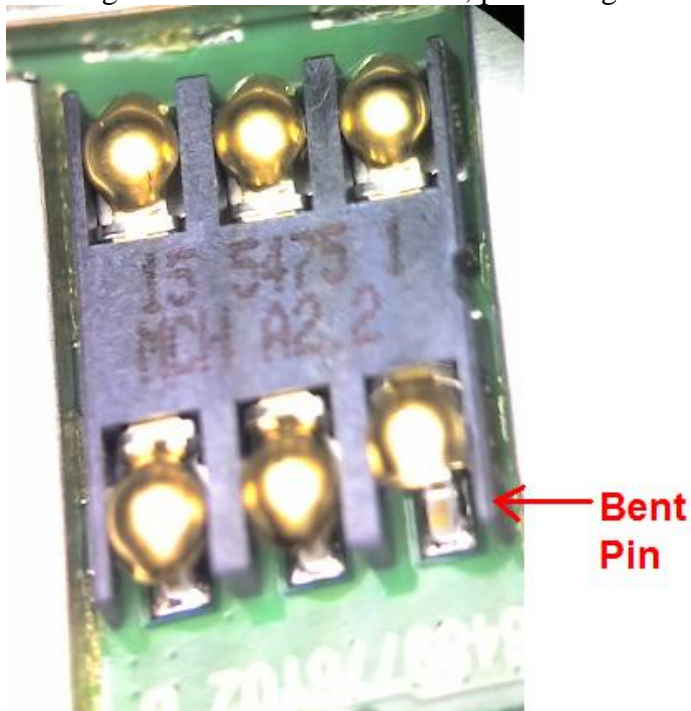
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-35 (Rev A)
Authors: Darwin Garcia
Date: May 24, 2006
Total No. of Pages: 2
Subject: **V3i Broken/Bent SIM Connector Pin**
Model Affected: **V3i**
Level of Repair: 2

Problem

Service has been made aware of a V3i Broken SIM Connector Pin issue causing “Check card / Insert SIM” complaints.

Initial analysis found that SIM connector pin are being broken off or bent off when inserting the SIM card the first time, preventing it from being read.



Solution

A protective tab has been added to the rear 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 is being implemented as a running change.



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Part Number Revision Change: Rear Housing # 1589798Y01 Rev F.

Field Service Action

Customer Returns:

When servicing any V3i customer phones with described complaint, replace the SIM block connector (Part Number = 3971332A02).

If the new rear housing is available (PN: 1589798Y01 Rev F) then also replace it.

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.

Call Center Action:

Call center should advise callers to send phone for repair.

Service Inventory

N/A

Global Codes

M Claims:

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

Problem Found Code: SIM01 (SIM card - Check card / Insert SIM)

Repair Code: RTW02 (Replace Level 2 part - CSB/FSB)