

## **Informational FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2005-143 Rev B  
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Date: May 19, 2005  
Total No. of Pages: 3  
Subject: **GSM Mid-Tier - Placement of Liquid Detection Labels**  
Model Affected: V300, V303, V400, V500, V505, V525, V600  
E550/V535, V550/V545, V620/V600i, V635  
V547, V551, V555, and V330  
Level of Repair: 2

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### **Problem**

Service is aware of an issue, identified during the NPI Analysis of the GSM V635 product. Some units, returned with complaints relating to a soft-reset, were found to contain a software panic code for SIM Bounce Detect Error. During analysis of these units, the development team noted there was a concern with the placement of the Liquid Detect Label being near the SIM Card Connector. Slight variations in the placement could interfere with and reduce the amount of contact pressure of the SIM Card, which may increase the susceptibility to a SIM Bounce occurrence.

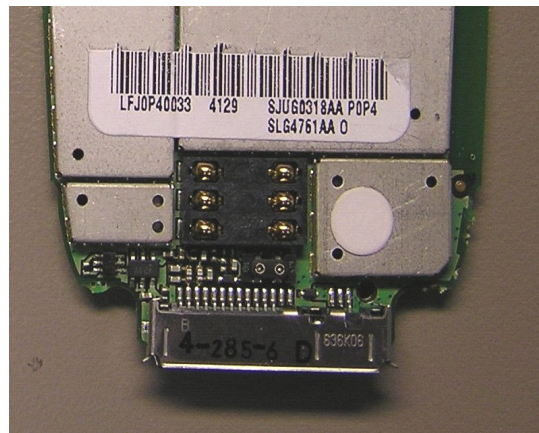


Fig. 1.0 – “Bad” Placement

### **Solution**

As of April 29<sup>th</sup> 2005, all factories producing the models (V300, V303, V400, V500, V505, V525, V600E550/V535, V550/V545, V620/V600i, V635 ) are placing the liquid detection label on the shield in the upper section of the board near the antenna port. See image (Fig. 2.0 – “Good” Placement) below.

For San2rini models (V547, V551, V555, and V330) see image (Fig 3.0 -San2rini WDL Placement) below.

Note: The exact position may vary slightly on the shield.

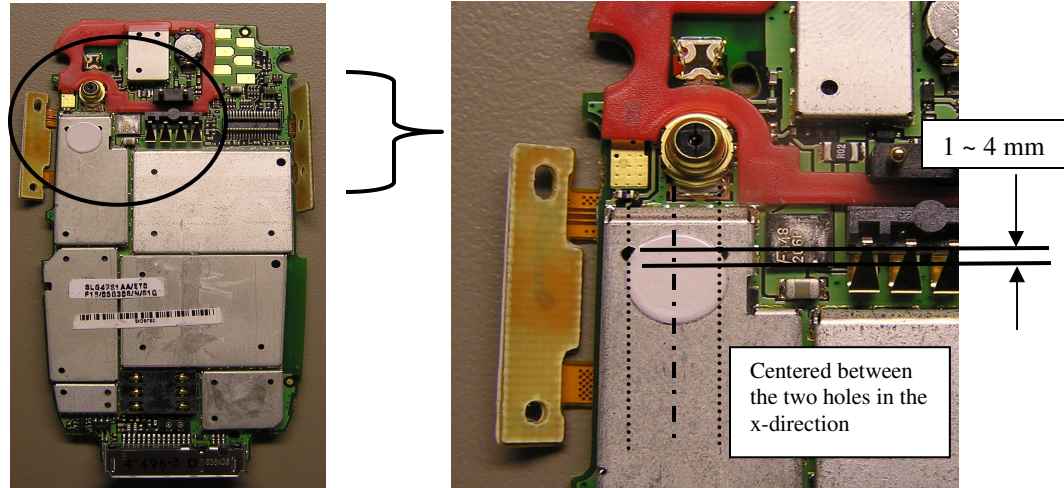


Fig. 2.0 – “Good” Placement

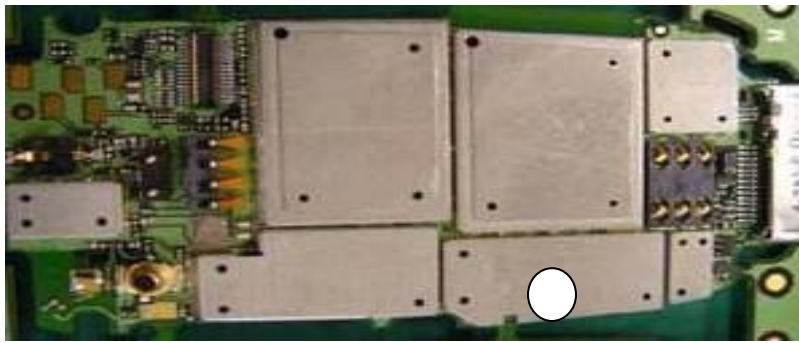


Fig 3.0 -San2rini WDL Placement

**Service Action**

**Customer Returns:**

When performing services on any GSM model, listed, that requires the rear housing to be removed allowing access to the water detection label. Remove label that has been placed in SIM card area and place a new label (Part # 5485042F01) on the shield in the indicated location. See images above.

**Service Inventory:**

No action required

**Call Center Action**

No action required

**Service Entry Code**

M Claims: N/A