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CSB-1068-1
 Country : UK
 Date : 11/1/2006
 APC : F77
 Repair Level : 1

Title W220 - GSM - W220 SIM card no recognized
 Model Effected W220

PROBLEM

During the 1st NPI analysis on the W220, some units were returned with a complaint of 'Insert SIM card. The phone can not recognize the SIM card. After confirmed with the user, the root cause is that the SIM card latch doesn't be locked completed

SOLUTION

Remind the customer must lock the SIM card latch in the right location.



Uncompleted locked SIM card Latch



Completed locked SIM card Latch

FIELD SERVICE ACTION

When W220 (Sicily) handsets are returned to a Service Center with the Customer Complaint of 'Insert SIM card', please communicate with the user if he didn't lock the SIM card Latch completed.

If the SIM card latch has been locked completed, the issue exists also, please perform normal troubleshooting procedure.

CALL CENTER ACTION

When a customer contacts the Motorola Call Center, with the complaints of 'Insert SIM card' on W220 (Sicily), Communicate with the customer to check if their SIM card latch is locked completed as the picture.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: ACC23 - Memory Card - Check Card

Problem Found Code: ACC19 - Accessory - Memory Card

Reference Designator:

Repair Code:

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-417
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