



CELLULAR SERVICE Bulletin

CELLULAR SUBSCRIBER PRODUCTS

MOTOROLA UK
 REDWOOD
 CROCKFORD LANE
 CHINEHAM BUSINESS PARK
 CHINEHAM
 BASINGSTOKE
 UNITED KINGDOM RG24 8WQ

CSB-1310-3
 Country : UK
 Date : 4/27/2007
 APC : ALL
 Repair Level : 3

Title W220 - GSM - SIM card - Card holder broken issue
 Model Effected Sicily

PROBLEM

Service is aware of an issue, identified in GSM W220 MOL analysis, with customer returns complaints of "SIM card - Card holder broken".

The root cause analysis identified that there is interference between the housing and the shell inner corner of SIM connector causing no solder on the SIM connector.

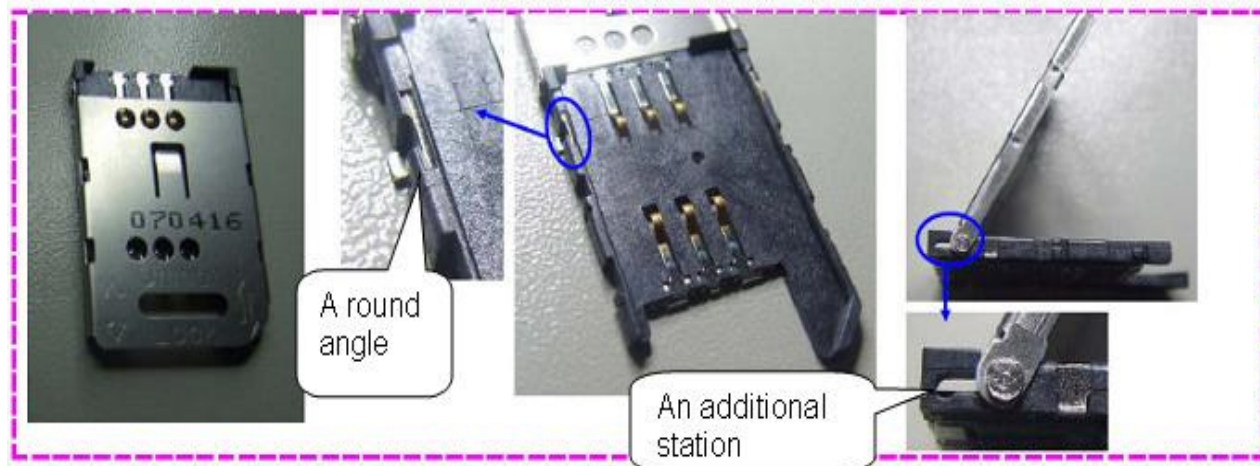


Picture 1

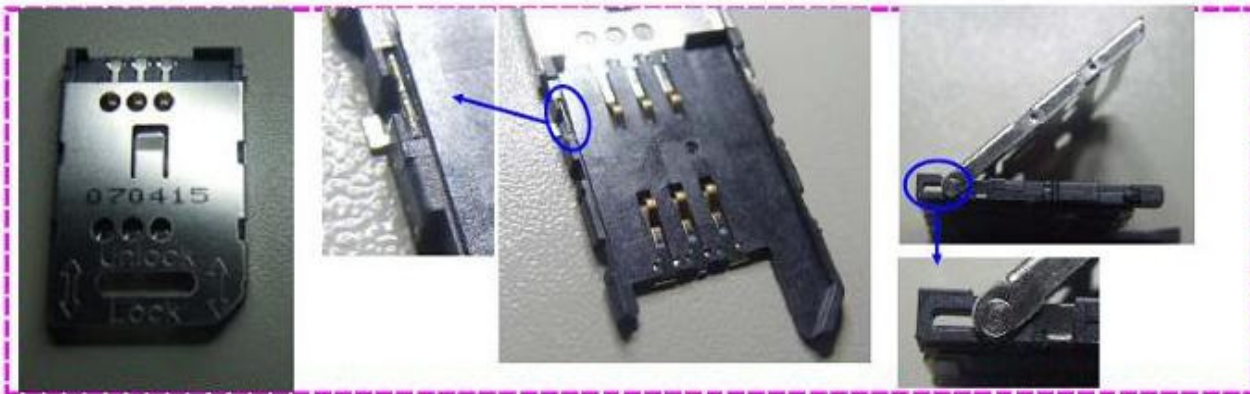
SOLUTION

SIM connector PN MESC47002B was redesigned to modify the angle of housing to R 0.40mm according to the picture below.

New Housing



Old Housing



The corrective action was implemented on SIM socket date code after 070416.

FIELD SERVICE ACTION

When servicing any W220 customer returns with a customer complaint of "SIM card - Card holder broken":

- 1- Please check if the failure symptom is according to the picture 1 above;
- 2- If yes, replace the original SIM connector with a new one.
- 3- If not, please proceed to normal troubleshooting techniques.

Service Inventory

NA

CALL CENTER ACTION

User complaint of "SIM card - Card holder broken" may be caused by interference between the housing and the shell inner corner of SIM connector causing no solder on the SIM connector. The corrective action was implemented on the SIM socket PN MESC47002B date code after 070416.

When responding to customer inquiries on W220 with complaints related to "SIM card - Card holder broken", please direct the customers to have their phones serviced as per this FSB.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: SIM03 - SIM card - Card holder broken

Problem Found Code: SIM03 - SIM card - Card holder broken

Reference Designator: J - Connector

Repair Code: RMP02 - Replace Mechanical Part - Broken/crack

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2007-151
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