

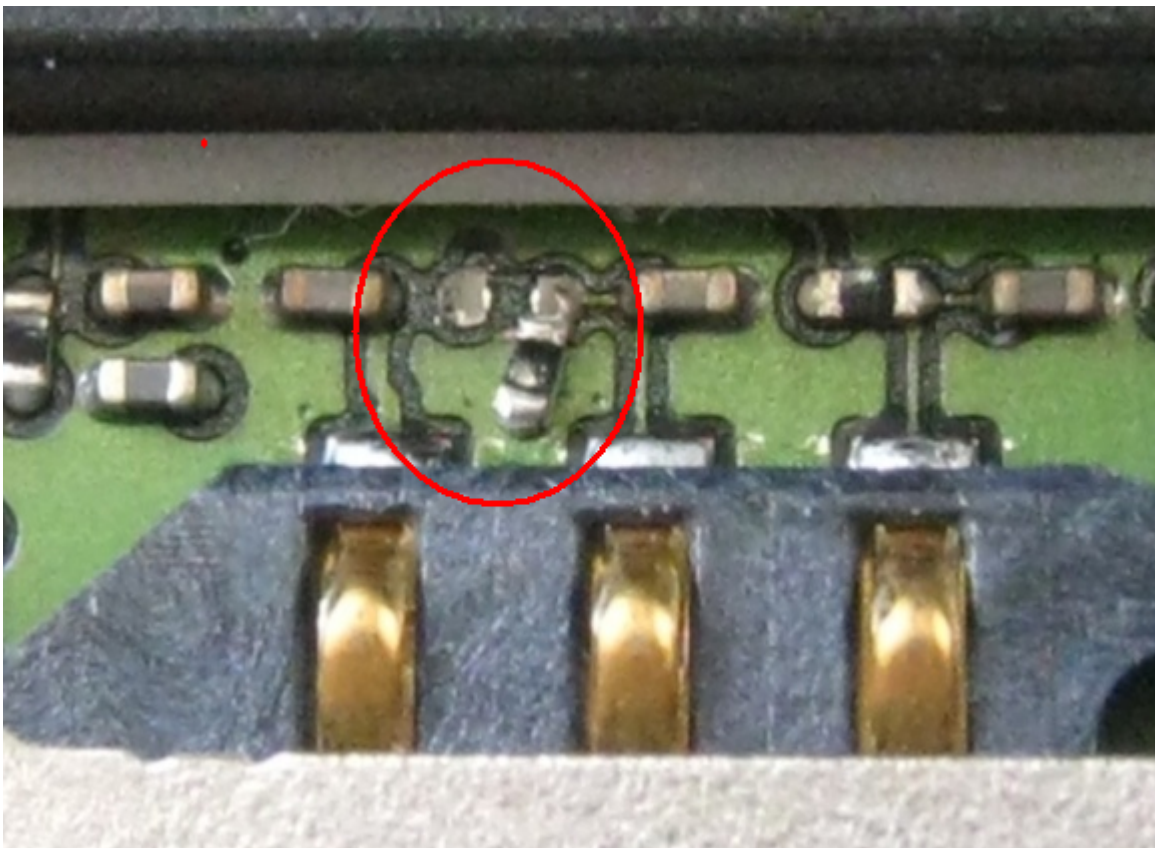
FIELD SERVICE BULLETIN

FSB Number BJCCFSB2009 - 33
Author hong fang
Date Friday, February 27, 2009
Subject **GSM - Moto W388 - Check SIM card**
Model Affected W388
Level Of Repairs 3

Problem

Service is aware of an issue during W388 NPI process. The complaint is 'Check SIM card'. the handset can't detect SIM card when SIM card was inserted.

The root cause is some components related to SIM read/write damaged during SIM card removed by any tools (tweezer etc).



Solution

Because this issue is caused by user, so the solution is to recommend user not to use any tools to remove SIM card.

Field Service Action

When the customer returns the phone with the complaint of 'Check SIM Card'.

Please check the components below if the location is correct, soldering is good.

If having some problem, please replace corresponding component.

- Normal location



The components' name:
C707, R715, C705, R714,
C704

Service Inventory

N/A

Call Center Action

When the customer call the center with the complaint of 'Check SIM card', please let the customer return the unit to a Service center for repair.

Service Entry Code

Global Service Codes

Complaint Code: SIM01 - SIM card - Check card / Insert SIM

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

Reference Designator:PCB - Circuit Board

Repair Code: REP06 - Replace Electrical Part - CSB/ FSB

Asia Service Codes

Complaint Code:

Problem Found Code:

Reference Designator

Repair Code: