



Customer and Market Operations
EMEA Customer Care

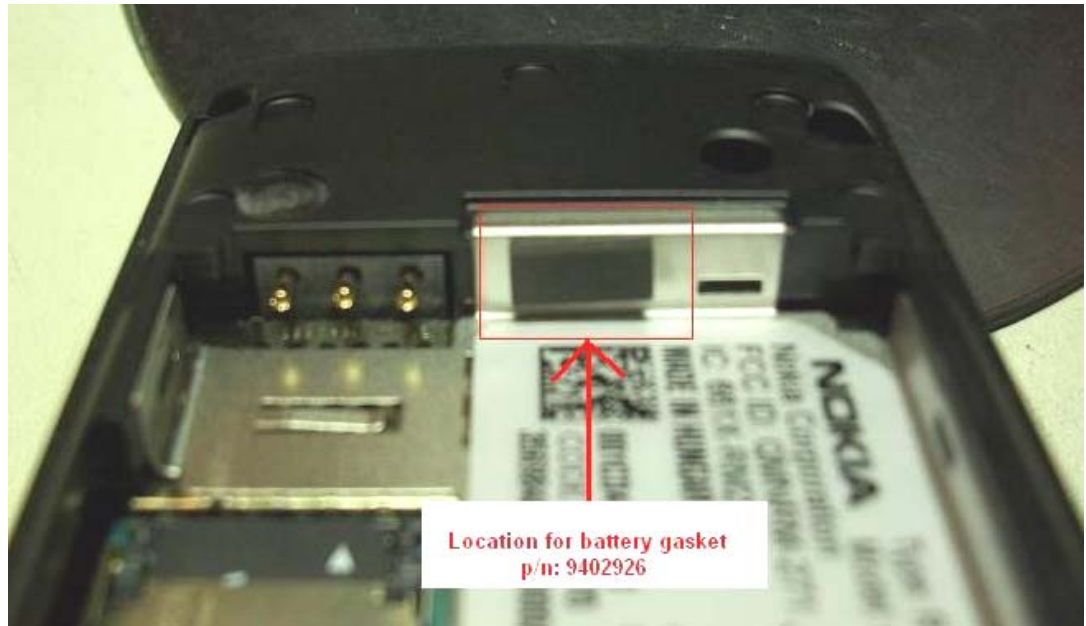
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RM-271

POWER OFF DUE TO LOOSE BATTERY

It has been noticed that some phones experience batteries that are loose fitting and can actually move enough to cause disruption to the battery contact connections. In these cases, applying a gasket in the battery cavity can reduce the chances of phone power downs because of loose battery.

Procedure:



1. Place one battery gasket (9402926) as shown in the picture above.
2. Insert the battery and check for proper fit, snug but not so tight that the battery cannot be removed

| CODE | DESCRIPTION |
|---------|---------------------------|
| 9402926 | Battery Gasket 040-039971 |