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FCC ID	Manufacturer	Description	Serial Number	IMEI	Sample Type	SAR Configuration	FCC Lab Measured SAR Value (W/kg)
BCG-E3091A	Apple	iPhone 7 Portable Handset	C6K6HD69HG7N		Provided by Manufacturer	WCDMA Band 4, RMC, 12.2 kbps, Ch 1513, Body, Bottom, 5 mm	0.946
BCG-E3161A	Apple	iPhone X Portable Handset	C39VF007JH2Q		Provided by Manufacturer	WCDMA Band 2, RMC, 12.2 kbps, Ch 9262, Body, Bottom, 5 mm	0.799
BCG-E3218A	Apple	iPhone XS Portable Handset	GONZ5OM7KPFR		Purchased by FCC	GPRS 1900, GMSK, 2 Tx Slots, Ch 512, Body, Bottom, 5 mm	0.446
						GPRS 1900, GMSK, 2 Tx Slots, Ch 661, Body, Bottom, 5 mm	0.689
A3LSMG960U	Samsung	Galaxy S9 Portable Handset	R38K6095MYL		Provided by Manufacturer	CDMA BC1, RC3, TDSD 32, Ch 600, Body, Back, 15 mm, Connect then Position	1.350
A3LSMG960U	Samsung	Galaxy S9 Portable Handset	R3M706TT9A		Purchased by FCC	CDMA BC1, RC3, TDSD 32, Ch 600, Body, Back, 15 mm, Position then Connect	0.478
A3LSMJ337A	Samsung	Galaxy J3 Portable Handset	RF8KA1J3X6E		Provided by Manufacturer	CDMA BC1, RC3, TDSD 32, Ch 600, Body, Back, 15 mm, Position then Connect	0.538
IHDT56XC4	Motorola	Moto e5 play Portable Handset	359524090350295		Provided by Manufacturer	WCDMA Band 4, RMC, 12.2 kbps, Ch 1312, Body, Back, 10 mm, Connect then Position	No Data Yet
IHDT56XB1	Motorola	Moto g6 Play Portable Handset	351864090034178		Provided by Manufacturer	WCDMA Band 2, RMC, 12.2 kbps, Ch 9262, Body, Back, 5 mm, Connect then Position	1.220
IHDT56XB1	Motorola	Moto g6 Play Portable Handset	351864090300620		Purchased by FCC	WCDMA Band 2, RMC, 12.2 kbps, Ch 9262, Body, Back, 5 mm, Position then Connect	0.938
YHLBLUVIVOSMN	BLU	Vivo 5 Mini Portable Handset	1080021018057240		Provided by Manufacturer	WCDMA Band 5, RMC, 12.2 kbps, Ch 4132, Body, Front, 5 mm, Connect then Position	1.250
YHLBLUVIVOSMN	BLU	Vivo 5 Mini Portable Handset	1080021018069900		Purchased by FCC	WCDMA Band 5, RMC, 12.2 kbps, Ch 4132, Body, Front, 5 mm, Position then Connect	1.210
						WCDMA Band 5, RMC, 12.2 kbps, Ch 4132, Body, Front, 5 mm, Connect then Position	0.753
						WCDMA Band 5, RMC, 12.2 kbps, Ch 4132, Body, Front, 5 mm, Position then Connect	0.624
						GPRS 850, GMSK, 4 Tx Slots, Ch 128, Body, Back, 10 mm	0.668
						GPRS 850, GMSK, 4 Tx Slots, Ch 128, Body, Back, 10 mm	0.702

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*NOTE: THE FOLLOWING RESULTS ARE FROM SAR TESTS AT A SEPARATION DISTANCE NOT IN ACCORDANCE WITH FCC GUIDANCE							
FCC ID	Manufacturer	Description	Sample Type	SAR Configuration	FCC Lab Measured SAR Value (W/kg)	Serial Number	
BCG-E3091A	Apple	iPhone 7 Portable Handset	Provided by Manufacturer	WCDMA Band 4, RMC, 12.2 kbps, Ch 1513, Body, Bottom, 2 mm	1.440	C6K6HD69HG7N	
BCG-E3161A	Apple	iPhone X Portable Handset	Provided by Manufacturer	WCDMA Band 2, RMC, 12.2 kbps, Ch 9262, Body, Bottom, 2 mm	1.350	C39VF007JH2Q	
BCG-E3218A	Apple	iPhone XS Portable Handset	Purchased by FCC	GPRS 1900, GMSK, 2 Tx Slots, Ch 512, Body, Bottom, 2 mm	0.727		
				GPRS 1900, GMSK, 2 Tx Slots, Ch 661, Body, Back, 2 mm	2.340	GONZ5OM7KPFR	
A3LSMG960U	Samsung	Galaxy S9 Portable Handset	Provided by Manufacturer	GPRS 1900, GMSK, 2 Tx Slots, Ch 661, Body, Bottom, 2 mm	1.990		
A3LSMG960U	Samsung	Galaxy S9 Portable Handset	Purchased by FCC	CDMA BC1, RC3, TDSD 32, Ch 600, Body, Back, 2 mm, Connect then Position	4.520	R38K6095MYL	
				CDMA BC1, RC3, TDSD 32, Ch 600, Body, Back, 2 mm, Position then Connect	4.380		
A3LSMJ337A	Samsung	Galaxy J3 Portable Handset	Provided by Manufacturer	CDMA BC1, RC3, TDSD 32, Ch 600, Body, Back, 2 mm, Connect then Position	No Data Yet	R3M706TT9A	
				CDMA BC1, RC3, TDSD 32, Ch 600, Body, Back, 2 mm, Position then Connect	No Data Yet		
IHDT56XC4	Motorola	Moto e5 play Portable Handset	Provided by Manufacturer	WCDMA Band 4, RMC, 12.2 kbps, Ch 1312, Body, Back, 2 mm, Connect then Position	5.200	RF8KA1J3X6E	
IHDT56XB1	Motorola	Moto g6 Play Portable Handset	Provided by Manufacturer	WCDMA Band 4, RMC, 12.2 kbps, Ch 1312, Body, Back, 2 mm, Position then Connect	5.140		
IHDT56XB1	Motorola	Moto g6 Play Portable Handset	Purchased by FCC	WCDMA Band 2, RMC, 12.2 kbps, Ch 9262, Body, Back, 2 mm, Connect then Position	1.390	359524090350295	
YHLBLUVIVOSMN	BLU	Vivo 5 Mini Portable Handset	Provided by Manufacturer	WCDMA Band 2, RMC, 12.2 kbps, Ch 9262, Body, Back, 2 mm, Position then Connect	1.360		
YHLBLUVIVOSMN	BLU	Vivo 5 Mini Portable Handset	Purchased by FCC	WCDMA Band 5, RMC, 12.2 kbps, Ch 4132, Body, Front, 2 mm, Connect then Position	1.980	351864090034178	
				WCDMA Band 5, RMC, 12.2 kbps, Ch 4132, Body, Front, 2 mm, Position then Connect	1.980		
				WCDMA Band 5, RMC, 12.2 kbps, Ch 4132, Body, Front, 2 mm, Connect then Position	1.080	351864090300620	
				WCDMA Band 5, RMC, 12.2 kbps, Ch 4132, Body, Front, 2 mm, Position then Connect	1.090		
				GPRS 850, GMSK, 4 Tx Slots, Ch 128, Body, Back, 2 mm	2.200	1080021018057240	
				GPRS 850, GMSK, 4 Tx Slots, Ch 128, Body, Back, 2 mm	2.750	1080021018069900	

Kaveh Moraghebi

From: Kaveh Moraghebi <kaveh@baclcorp.com>
Sent: Wednesday, December 28, 2016 7:44 PM
To: 'jzreik@ddmbrands.com'
Cc: 'Daniel Deng'; simon.ma@baclcorp.com; 'Well Wang'
Subject: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Dear Jose Zreik ,

Unfortunately I need to inform you that your product with FCCID: A4JANDY55MVR failed the SAR testing Post Market Surveillance Testing (PMST) and at this moment is considered non-compliant to the FCC part 2.1093 regulation. The SAR PMST testing was initially performed to configuration: LTE Band 7 Low channel (2510 MHz) Back Side 10 mm to the phantom and the result was 2.27 W/kg averaged over 1 gram body tissue. After discovering the failure, testing was repeated and the result measured as 2.46 W/kg. Also the SAR testing was performed on the middle channel (2535 MHz) and the high channel (2560 MHz) with the measured results of 2.64 W/kg and 2.83 W/kg.

Launching this product in the market is against FCC regulation and may cause the FCC to take serious actions which may include the dismissal of your grant and penalize your company. We need an statement from your company that you stop selling and marketing this devise in any market with FCC ID or advertised as approved by FCC .

As per FCC regulation, we are required to inform FCC that your sample is failing PMST. Within 30-days of this notification(12/28/2016), please provide the report of the actions taken or that will be taken to correct this situation. Your report will be submitted to FCC as per their requirement. Per FCC KDB 6100077 D01 v06r01, we as your TCB are required to continue to work with you until this issue is resolved or until it is determined that it is not resolvable.

We look forward to your response about how to resolve this issue. Please let me know if you have any questions.

Best regards,

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Kaveh Moraghebi

From: Renato Tavares <renato@ddmbrands.com>
Sent: Thursday, March 23, 2017 3:00 PM
To: Kaveh Moraghebi
Cc: Randy Williams; 'Jose Luis Zreik'; Luis Sosa; 'Paul Chan'; 'Well Wang'; 'Daniel Deng'
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Hello Kaveh

The Andy 5.5M LTE VR (FCCID:A4JANDY55MVR) PCBA's RF parameters and SAR values were tuned correctly when the model was submitted for testing. Once the testing was completed and validated the supplier assembled and calibrated the PCBAs per the FCC test report from the Laboratory. However, the software was finalized after PCBA production and needed to flash the PCBA and in doing so they inadvertently reverted the tuning back to its default values which restored the RF parameters to a non-compliant state. The Supplier was careless and did not run the RF check again on the flashed PCBAs assuming the values were still calibrated correctly according to the FCC test report.

Best Regards,



Renato Tavares - SOFTWARE MANAGER

瑞那多 - 软件经理

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From: Kaveh Moraghebi [mailto:kaveh@baclcorp.com]
Sent: Wednesday, March 22, 2017 9:10 PM
To: Renato Tavares <renato@ddmbrands.com>
Cc: Randy Williams <randy@ddmbrands.com>; 'Jose Luis Zreik' <jlzreik@akkarg.com>; Luis Sosa <luis@ddmbrands.com>; 'Paul Chan' <paul.chan@baclcorp.com>; 'Well Wang' <well.wang@baclcorp.com>; 'Daniel Deng' <daniel@baclcorp.com>
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Hi Renato,

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Still waiting for your response on if you made any changes in hardware or software since the original approval.

Post Market Surveillance Summary (SAR)

Project #:	B1603017
Applicant:	DDM Brands LLC
Address:	1616 NW 84th Ave., Miami, Florida 33126, USA
FCC ID:	A4JANDY55MVR
Model Number:	ANDY 5.5M LTE VR
EUT Description:	4G Mobile Phone
SAR Test Configuration:	Worst case for each band with both Body and Head position
PMST Test Engineer:	Jin Yang
Report Date:	2017-03-17
Reviewed by:	Simon Ma

Frequency Band	Configuration		Output Power (dBm)		Max. 1-g SAR Level(s) Measured (W/kg)	Scaled 1g SAR (W/kg)	Limit (W/kg)
	Position	Comment	Measured	Target			
GSM 850 Mid Channel	Back 10mm	PMST on 2017-03-03	31.67	31.8	0.46	0.474	1.6
		Original	31.79	31.8	0.557	0.558	
	Left Head Cheek	PMST on 2017-03-10	32.56	32.8	0.172	0.182	
		Original	32.75	32.8	0.167	0.169	
PCS 1900 Mid Channel	Back 10mm	PMST on 2017-03-06	25.17	25.4	0.371	0.391	
		Original	24.98	25.4	0.182	0.200	
	Left Head Cheek	PMST on 2017-03-08	28.63	28.8	0.183	0.190	
		Original	28.38	28.8	0.208	0.229	
WCDMA Band 5 Mid Channel	Back 10mm	PMST on 2017-03-03	21.73	22.1	0.34	0.370	
		Original	21.9	22.1	0.409	0.428	
	Left Head Cheek	PMST on 2017-03-10	21.73	22.1	0.217	0.236	
		Original	21.9	22.1	0.136	0.142	

Frequency Band	Configuration		Output Power (dBm)		Max. 1-g SAR Level(s) Measured (W/kg)	Scaled 1g SAR (W/kg)	Limit (W/kg)
	Position	Comment	Measured	Target			
WCDMA Band 2 Mid Channel	Back 10mm	PMST on 2017-03-06	21.62	21.9	0.44	0.469	1.6
		Original	21.78	21.9	0.319	0.328	
	Left Head Cheek	PMST on 2017-03-08	21.62	21.9	0.305	0.325	
		Original	21.78	21.9	0.257	0.264	
LTE Band 2 Low Channel	Back 10mm	PMST on 2017-03-06	22.88	22.9	0.366	0.368	
		Original	22.75	22.9	0.238	0.246	
	Left Head Cheek	PMST on 2017-03-08	22.88	22.9	0.202	0.203	
		Original	22.75	22.9	0.217	0.225	
LTE Band 4 Low Channel	Back 10mm	PMST on 2017-03-07	22.67	22.9	0.398	0.420	
		Original	22.87	22.9	0.253	0.255	
	Left Head Cheek	PMST on 2017-03-08	22.67	22.9	0.266	0.280	
		Original	22.87	22.9	0.244	0.246	
LTE Band 17 Low Channel	Back 10mm	PMST on 2017-03-07	22.81	22.8	0.349	0.349	
		Original	22.78	22.8	0.107	0.107	
	Left Head Cheek	PMST on 2017-03-08	22.81	22.8	0.129	0.129	
		Original	22.78	22.8	0.109	0.110	
LTE Band 7 Low Channel	Left Head Cheek	PMST on 2017-03-10	22.63	22.9	0.21	0.223	
		Original	22.82	22.9	0.107	0.109	
	Back 10mm	PMST on 2016-11-16 (Sample 1*)	22.63	22.9	2.27	2.270	
		PMST on 2016-11-18 (Sample 1*)	22.63	22.9	2.46	2.460	
		PMST on 2017-01-30 (Sample 2*)	22.63	22.9	2.35	2.350	
		Original	22.82	22.9	0.697	0.710	

*PMST was performed on Sample 2 except the entries labeled with Sample 1 in this report. Sample 2 is a second production sample provided by manufacturer and received on 01-27-2017 by BACL Sunnyvale. Sample 1 was the first production sample provided by manufacturer and initially found to be failing.

--- END ---

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Kaveh Moraghebi

From: Renato Tavares <renato@ddmbrands.com>
Sent: Thursday, April 06, 2017 4:54 PM
To: Kaveh Moraghebi
Cc: Randy Williams; 'Jose Luis Zreik'; Luis Sosa; 'Paul Chan'; 'Well Wang'; 'Daniel Deng'; simon.ma@baclcorp.com; 'Isabel Wang'
Subject: Re: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Follow Up Flag: Follow up
Flag Status: Flagged

Hello Kaveh

The recall began on February 16, 2017.

Best Regards,

Renato Tavares

From: Kaveh Moraghebi <kaveh@baclcorp.com>
Sent: Wednesday, April 5, 2017 7:57 PM
To: Renato Tavares
Cc: Randy Williams; 'Jose Luis Zreik'; Luis Sosa; 'Paul Chan'; 'Well Wang'; 'Daniel Deng'; simon.ma@baclcorp.com; 'Isabel Wang'
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Kaveh Moraghebi

From: Renato Tavares <renato@ddmbrands.com>
Sent: Monday, February 06, 2017 7:51 AM
To: Kaveh Moraghebi
Cc: Randy Williams; 'Jose Luis Zreik'; Luis Sosa; 'Paul Chan'; 'Well Wang'; 'Daniel Deng'
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

Hello Kaveh

Regarding the model Andy 5.5.M LTE VR with the FCCID: A4JANDY55MVR, there are no units in production nor are there any units left in inventory to sell.

We will do our best to contact costumers to inform them and apply corrective actions to the non-compliant units. If this is not an option to the costumer, we will offer another model as a replacement unit. Additionally, service centers will be instructed to shield the LTE band 7 by software on all units that arrive to the service center.

Best Regards,



Renato Tavares - SOFTWARE MANAGER

瑞那多 - 软件经理

From: Kaveh Moraghebi [mailto:kaveh@baclcorp.com]
Sent: Thursday, February 2, 2017 6:25 PM
To: Renato Tavares <renato@ddmbrands.com>
Cc: Randy Williams <randy@ddmbrands.com>; 'Jose Luis Zreik' <jlzreik@akkarg.com>; Luis Sosa <luis@ddmbrands.com>; 'Paul Chan' <paul.chan@baclcorp.com>; 'Well Wang' <well.wang@baclcorp.com>; 'Daniel Deng' <danield@baclcorp.com>
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

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Hello Renato,

Attached is a template for a corrective action plan (you will need to provide to BACL TCB so we can submit to the FCC).

Please note that using this template is not mandatory and DDM is free to choose any format for corrective action. We offer this template to just facilitate this process and minimize the potential complications.

Thank you and best regards,

=====

Kaveh Moraghebi
Quality Assurance Manager
Bay Area Compliance Laboratories
www.baclcorp.com
1274 Anvilwood Avenue
Sunnyvale, CA 94089, USA
Tel:(408)732-9162 Ext 3043
Fax:(408)732-9164

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From: Kaveh Moraghebi [<mailto:kaveh@baclcorp.com>]
Sent: Thursday, February 02, 2017 2:32 PM
To: 'Renato Tavares'
Cc: 'Randy Williams'; 'Jose Luis Zreik'; 'Luis Sosa'; 'Paul Chan'; 'Well Wang'; 'Daniel Deng'
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Hello Renato,

We tested one of the samples that you provided to us and unfortunately we need to inform you that the product failed again. Attached please find the test report containing the original, and the market surveillance data.

Per FCC regulation for this type of issue, this result was reported to the FCC directly, and they responded with the following: "Please inform them that if they do not provide, in a few days, a corrective action and confirm that they have stopped selling non-compliant units, Enforcement action by the FCC will need to be taken. They need respond as soon as possible."

Please:

1. Provide us with a corrective action plan that you are taking to fix the issue
2. Provide us a written statement that you have stopped selling non-compliant units

We need this information within 5 business days (February 9, 2017). If you have any questions, please do not hesitate to contact us.

Thank you and best regards,

=====

Kaveh Moraghebi
Quality Assurance Manager
Bay Area Compliance Laboratories
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1274 Anvilwood Avenue
Sunnyvale, CA 94089, USA
Tel:(408)732-9162 Ext 3043
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From: Renato Tavares [<mailto:renato@ddmbrands.com>]
Sent: Wednesday, January 25, 2017 6:50 AM
To: Kaveh Moraghebi
Cc: Randy Williams; 'Jose Luis Zreik'; Luis Sosa; 'Paul Chan'; 'Well Wang'
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Hello Kaveh

We have sent two samples this is the USPS Tracking number 9405503699300476089393, it should arrive this Friday 27th.

<https://tools.usps.com/go/TrackConfirmAction?tLabels=9405503699300476089393>

Best Regards,

[Click to learn more at EHT's FOIA Project](#)



Renato Tavares - SOFTWARE MANAGER

瑞那多 - 软件经理

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From: Kaveh Moraghebi [<mailto:kaveh@baclcorp.com>]

Sent: Tuesday, January 24, 2017 1:07 PM

To: Renato Tavares <renato@ddmbrands.com>

Cc: Randy Williams <randy@ddmbrands.com>; 'Jose Luis Zreik' <jlzreik@akkarg.com>; Luis Sosa <luis@ddmbrands.com>; 'Paul Chan' <paul.chan@baclcorp.com>; 'Well Wang' <well.wang@baclcorp.com>

Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Hi Renato,

We need one but send two in case anything happens during shipping. And yes this is the correct address.

Attention Kaveh Moraghebi
Bay Area Compliance Laboratories
1274 Anvilwood Avenue
Sunnyvale, CA 94089, USA

Best Regards

=====

Kaveh Moraghebi
Quality Assurance Manager
Bay Area Compliance Laboratories
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1274 Anvilwood Avenue
Sunnyvale, CA 94089, USA
[Tel:\(408\)732-9162](tel:(408)732-9162) Ext 3043
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From: Renato Tavares [<mailto:renato@ddmbrands.com>]
Sent: Tuesday, January 24, 2017 9:32 AM
To: Kaveh Moraghebi
Cc: Randy Williams; 'Jose Luis Zreik'; Luis Sosa; 'Paul Chan'; 'Well Wang'
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Hello Kaveh

Let us know how many samples you need to perform the re-test, we have the samples ready to ship today, can you help confirm if we can use the shipping address below;

Bay Area Compliance Laboratories
1274 Anvilwood Avenue
Sunnyvale, CA 94089, USA

Best regards,



Renato Tavares - SOFTWARE MANAGER

瑞那多 - 软件经理

From: Kaveh Moraghebi [<mailto:kaveh@baclcorp.com>]
Sent: Monday, January 23, 2017 10:45 PM
To: Renato Tavares <renato@ddmbrands.com>
Cc: Randy Williams <randy@ddmbrands.com>; 'Jose Luis Zreik' <jlzreik@akkarg.com>; Luis Sosa <luis@ddmbrands.com>; 'Paul Chan' <paul.chan@baclcorp.com>; 'Well Wang' <well.wang@baclcorp.com>
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Dear Renato,

I need to report to the FCC by Jan 28 regarding the actions taken by your company. Please update me on how soon we can have the sample in United State for re-testing with the corrective actions taken by your company to fix the issue. As I mentioned in my email below Launching this product in the market is against FCC regulation and may cause the FCC to take serious actions which may include the dismissal of your grant and penalize your company. **We need an statement from your company that you stop selling and marketing this devise in any market with FCC ID or advertised as approved by FCC . Please let us know if you stop selling this product in the market.**

Thank you and best regards,

=====
Kaveh Moraghebi
Quality Assurance Manager
Bay Area Compliance Laboratories
www.baclcorp.com
1274 Anvilwood Avenue
Sunnyvale, CA 94089, USA
Tel: (408) 732-9162 Ext 3043
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From: Renato Tavares [<mailto:renato@ddmbrands.com>]
Sent: Monday, January 09, 2017 12:53 PM
To: kaveh@baclcorp.com
Cc: Randy Williams; Jose Luis Zreik; Luis Sosa
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Hello Kaveh

We have received this email and address the issue with your team in Shenzhen.

Best Regards,



Renato Tavares - SOFTWARE MANAGER

瑞那多 - 软件经理

From: Randy Williams
Sent: Monday, January 9, 2017 3:49 PM
To: Luis Sosa <luis@ddmbrands.com>; Jose Luis Zreik <jlzreik@akkarg.com>
Cc: Renato Tavares <renato@ddmbrands.com>
Subject: RE: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

+Renato

From: Luis Sosa
Sent: Monday, January 9, 2017 2:38 PM
To: Randy Williams <randy@ddmbrands.com>; Jose Luis Zreik <jlzreik@akkarg.com>
Subject: FW: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

FYI. Not sure where this came from.

From: Kaveh Moraghebi <kaveh@baclcorp.com>
Date: Monday, January 9, 2017 at 1:04 PM
To: Luis Sosa <luis@ddmbrands.com>
Cc: 'Paul Chan' <paul.chan@baclcorp.com>
Subject: FW: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

Hi Luis,

I sent this email to Jose but have not heard back. Can you please confirm the receipt of email below and get back to me? I tried to call you this morning but the line was not accepting my call.

Please call me at the number below if you have any question.

408-732-9162x 3043

Best regards

=====
Kaveh Moraghebi
Quality Assurance Manager



DDM Brands LLC
2323 NW, 82ND Ave. Doral, Florida, U.S.A
Tel: +13059611144 Fax: +13059611144

February 16, 2017

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To: FEDERAL COMMUNICATIONS COMMISSIONS

Subject: FCCID: A4JANDY55MVR Post-Market Surveillance Testing Result

ATTESTATION LETTER

DDM BRANDS LLC, who are responsible for the manufacturing of the Yezz brand, announce, that as a precaution, it is recalling the 4G Smartphone Andy 5.5M LTE VR with the FCCID: A4JANDY55MVR, due to concerns regarding the SAR values of LTE Band 7 (2600 MHz) that may pose a safety risk. As corrective action, DDM BRANDS LLC will shield/disable the LTE Band 7 by software from the ability to connect to any network operating on this specific band. If this is not an option to the customer, DDM BRANDS LLC will offer another model as a replacement unit.

DDM BRANDS LLC, states there are no units in production, nor are there any units left in inventory to sell. In regards to the 2,300 units that have been sold, DDM BRANDS LLC will contact customers via email and phone to inform them of the recall and to apply corrective actions to the non-compliant units. In the event that a customer cannot be reached, the recall and corrective action information has also been made available on the Yezz website:

<http://sayyezz.com/support/exchange-repair-extension-programs/programs/en>

Sincerely,

Signature

Randy Williams
Manager



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EMAIL / WEBSITE NOTICE

DDM BRANDS LLC STATEMENT

DDM BRANDS LLC, who are responsible for the manufacturing of the Yezz brand, announce, that as a precaution, it is recalling the 4G Smartphone Andy 5.5M LTE VR, due to concerns regarding the SAR values of LTE Band 7 (2600 MHz) that may pose a safety risk.

Customer safety is of the utmost priority to DDM BRANDS and we will repair or exchange the affected Andy 5.5M LTE VR, free of charge.

Identifying your Andy 5.5M LTE VR

Remove the battery cover and battery to reference the phone label for pertinent model and FCC information.

Model: ANDY 5.5M LTE VR

FCC ID: A4JANDY55MVR

Process of Repair

Contact Yezz customer service at cacusa@sayyezz.com to request a postage paid box to send your Andy 5.5M LTE VR to the local Yezz repair center. The technician will determine if your phone is eligible to disable the LTE Band 7 or exchange the product based on your country*. The repair process takes approximately 7-12 working days from the time your Andy 5.5M LTE VR is received at the repair center.



Note: If your Andy 5.5M LTE VR has any damage, which prevents the repair, such as a cracked screen, that issue will need to be resolved during service. You will be notified about any additional repair charges that are required.

Please back up your data before your Andy 5.5M LTE VR is serviced.

*Countries eligible for Exchange, listed below, are countries that have Mobile Operator Networks with an active LTE Band 7 (2600 MHz). If your country is not listed below, your Andy 5.5M LTE VR is not eligible for exchange.

- Chile (Claro, Entel, Movistar)
- Colombia (Claro, Tigo)
- Costa Rica (Kolbi/ICE)