

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

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,

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Kaveh Moraghebi

Quality Assurance Manager
Bay Area Compliance Laboratories
www.baclcorp.com
1274 Anvilwood Avenue
Sunnyvale, CA 94089, USA
[Tel:\(408\)732-9162](tel:(408)732-9162) Ext 3043
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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

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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,



Renato Tavares - SOFTWARE MANAGER

瑞那多 - 软件经理

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
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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
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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

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From: Kaveh Moraghebi [<mailto: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 is it 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,

=====

Kaveh Moraghebi

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