

Search IssueTracker

Sign in

Android Public Tracker36991466

←

↻

☆

SIM Card Added - please reboot

+1261

Hotlists (1)

Mark as Duplicate

🔔

⋮

Comments (99+)

Dependencies

Duplicates (0)

Blocking (0)

Resources (16)

ObsoleteBugP4+ Add Hotlist

👤

STATUS UPDATE

No update yet.

Edit

📄

DESCRIPTION

[Deleted User] created issue #1

It appears there is a bug being reported by many users who are getting the SIM Card Removed / SIM Card Added messages in 4.4.2.

They look like:

SIM Card Added

Restart your device to access the mobile network

[RESTART]

AND

SIM card removed

The mobile network will be unavailable until you restart with a valid SIM card inserted

[RESTART]

It seems that if the network is unavailable, and the GPS is active, this error is triggered. Users can click the back button to dismiss the dialogs but the wording is confusing and most feel like they applications which are constantly accessing the GPS device and have a bigger chance of getting the messages.

✓ Links (15)

"https://productforums.google.com/forum/#!category-topic/nexus/nexus-5/b-HQZZ\_jM7... "

"http://forum.xda-developers.com/showthread.php?t=257... "

"...he xda thread, this seems most likely due to hardware issues and not software. This website has no control over any hardware or device, including the nexus. You need to contact support.google.cc

"XDA LogCat tutorial: http://forum.xda-developers.com/showthread.php?t=1726238"

"https://www.dropbox.com/sh/33sirpnd7zusog5/AAADU971AKL..."

See all related links

COMMENTS

👤

[Deleted User]

<[Deleted User]>

#2

Posting a thread of users with the bug.

https://productforums.google.com/forum/#!category-topic/nexus/nexus-5/b-HQZZ\_jM74%5B376-400-false%5D

👤

mu...@gmail.com

<mu...@gmail.com>

#3

There's also an XDA thread here:

http://forum.xda-developers.com/showthread.php?t=2579029

I've added some screenshots and logcat files to the XDA thread detailing my troubleshooting attempts.

To clarify from Derrick's report, it's not so much that users "feel like they have to reboot their device". It's that dismissing the error message often doesn't work, and the error keeps reappearin

When the error first appeared on my new Nexus 5, I tried rebooting as instructed, but the error kept coming back shortly after each reboot. Furthermore, the error message on my phone would reboot. Finally, it would also sometimes be correlated with the phone heating up rapidly.

Users on the Google Nexus forums have tried a wide variety of proposed resolutions:

\*Rebooting

\*Reseating the SIM

\*Shimming the SIM with tape to improve contact

\*Replacing the SIM

\*Replacing the device

\*Uninstalling and reinstalling updates to Google Search

\*Switching Location Services from High Accuracy to Battery Saving (turns off the GPS)

Of all these actions, it seems like only the last (turning off the GPS) resolves the issue for all users.

In the XDA thread, I report that my errors seem to have been triggered by a weather widget app that was accessing the GPS to determine location. Since I switched off that option on Sunday,



**sr...@gmail.com** <sr...@gmail.com> [#4](#)

Have been getting these messages ever since I inserted the Sim card. It has wasted a lot of time of mine as the network goes down resulting in failure of downloads, pages fail to load. I get t



**hi...@gmail.com** <hi...@gmail.com> [#5](#)

I am experiencing the same issue and The GPS Battery saver solution did not resolve the problem for me.



**ed...@gmail.com** <ed...@gmail.com> [#6](#)

I have been having this issue with my wife's new Nexus 5 since I activated it last Saturday. Will try the GPS solution ( she doesn't use location so I will turn it off ).

I bought another Nexus 5 for my daughter two weeks ago and she had no problems - I will compare the location tracking settings.

A real PITA, she's hankering after her crappy Huawei phone.



**hb...@gmail.com** <hb...@gmail.com> [#7](#)

According to the xda thread, this seems most likely due to hardware issues and not software. This website has no control over any hardware or device, including the nexus. You need to conta



**mu...@gmail.com** <mu...@gmail.com> [#8](#)

There is a 394-post thread over on the Google Nexus support forums about this issue, as linked to in the OP here. There's no indication that Google is paying the least attention.

In any case, it's not as clear-cut as simply classifying it as a HW issue. The XDA thread (to which I contributed the logcats and third-party app diagnosis) doesn't come to a definitive conclusi that access Location data.

The developer of the Transparent Clock & Weather app (one of the triggering apps) has released an update to resolve the issue, and it has not since occurred on my N5. I will write to him to fi



**ed...@gmail.com** <ed...@gmail.com> [#9](#)

My N5 seems to now have a more serious problem. It will simply not connect to a mobile network. I installed a Sim Manager application and used it to read the SIM so that I could be sure the

The SIM Operator and Network Operator fields are don't show Metro PCS ( as opposed to my other non Nexus device ). I put my other device into Airplane Mode and those fields blanked out radio failure to me.

At this point I am going to get a replacement. I bought another N5 for my daughter two weeks ago and it has been fine



**to...@gmail.com** <to...@gmail.com> [#10](#)

Just atarted happening to me today. Happened twice.

Nexus 5  
Stock Android 4.4.2, never rooted

Baseband M8974A-1.0.25.0.23

Kernel 3.4.0-gadb2201  
[android-build@vpbs1.mtv.corp.google.com](mailto:android-build@vpbs1.mtv.corp.google.com) #1  
Wed Nov 20 14:42:53 PST 2013

Build Number KOT49H

T-Mobile



**[Deleted User]** <[Deleted User]> [#11](#)

For the record, I have a Samsung Galaxy S3, which is running 4.4.2. So this is not a "hardware issue" and is not limited to just the Nexus. It's an issue with Android itself and since Google doe affected by this issue until it is fixed.

My recommendation would be to suppress the dialogs until the underlying issue can be determined.



**mu...@gmail.com** <mu...@gmail.com> [#12](#)

I received an e-mail this morning from the droid27 developer:

"The bug was caused by a change in the 4.4.2 gps listener function (at least that is what I found to be causing the problem in my case). I have had reports for this bug from different Android software issue. Hope this makes sense."

So, to emphasize: This is not device-specific, therefore not HW, and appears related to the GPS Listener function on 4.4.2.



**hb...@gmail.com** <hb...@gmail.com> [#13](#)

@11 please ask that developer to add his findings to this issue, especially if he/she has more details about specific code of changes.



**de...@gmail.com** <de...@gmail.com> [#14](#)

I have been able to confirm in my app that the GPS listener function indeed is the root cause of this bug.



**xd...@gmail.com** <xd...@gmail.com> [#15](#)

#12, here are my findings... The issue (in my case) come from the fact that the location manager removeUpdates and requestLocationUpdates functions trigger a gpsListener onGpsStatusCl Therefore, if you are calling any of the above functions (removeUpdates or requestLocatioUndates) within the onGpsStatusChanged function, that can create an infinite loop (registering/unre implementation and device, this in turn can cause a number of different behaviors such as device freezing, SIM card removals, etc.



**aj...@gmail.com** <aj...@gmail.com> [#16](#)

I am facing following issue since one week.  
"SIM card removed-The mobile network will be unavailable until you restart with a valid SIM card inserted"  
I have done all possible option :- restart, APN setting change, Factory reset twice after taking backup and restore. But this problem is still there only frequency is less. It mostly happen while I that it is software bug/issue.  
Kindly resole or suggest as my phone will go in switch off without my knowledge and it is quite irritating, My handset is only 6 months old (SAMSUNG GT I8552 Android 4.1.2 with latest poss ajay



**pr...@gmail.com** <pr...@gmail.com> [#17](#)

Having a similar issue on Nexus 7 2012 32 GB with 3G running 4.4.2. I continuously get the same message to restart. This is the third SIM I have put and two different ISPs!



**dr...@gmail.com** <dr...@gmail.com> [#18](#)

I'm getting the same messages, but the results are a bit more invasive. Sometimes my Nexus 5 will just reboot itself. It will hang during reboots and reboot again and then hang during use an never have more than intermittent service. The phone sees the network and then looses connectivity.



**da...@gmail.com** <da...@gmail.com> [#19](#)

Same here, it's every few minutes now and renders my phone useless outside of a WiFi zone especially if i wish to make a call.



**st...@gmail.com** <st...@gmail.com> [#20](#)

[Comment deleted]



**st...@gmail.com** <st...@gmail.com> [#21](#)

This is happening more and more frequently for my phone. I got one per month December 2013 & January 2014. 2 or so March 2014, 4 April 2014 and 5 (so far) JUST TODAY 05/06/2014. Ori when connected to Wi-Fi & a Cisco FemtoCell.

After each reboot request, I receive a "Headphones Disconnected" toast notification, where I do not receive such a notification on a standard power cycle.

SIM has been replaced and shown fine, and this happens when the phone is not being jostled or touched at all, so contact is consistently maintained with the SIM, so appears not an issue wi



**va...@gmail.com** <va...@gmail.com> [#22](#)

I get Sim card removed, Unable to detect your SIM card. your device will restart to check for your SIM card, this msg comes about 1 every two days, and never fails to appear, after rebooting i frustrating.. SGS4 running 4.4.2

tried everything from changing sims/mobile operators/odin to stock/custom roms etc... same story



**ju...@gmail.com** <ju...@gmail.com> [#23](#)

I've got the same issue on nexus5. After power off, boot successfully.



**jo...@jonathanhult.com** <jo...@jonathanhult.com> [#24](#)

This happens very regularly for me on a Sprint Samsung Galaxy S4. I lose all radio functionality and must reboot. Usually within 5 minutes, I receive the error again.



**bu...@gmail.com** <bu...@gmail.com> [#25](#)

This happens every hour for my nexus 5. Even if I turn off the gps, it still shows up frequently. Somehow, if I set the gps settings to battery saver, it appears a bit less often, but the error still a



**bu...@gmail.com** <bu...@gmail.com> [#26](#)

It makes my nexus 5 virtually useless as a phone. Please fix this bug as soon as possible!!!!



**he...@gmail.com** <he...@gmail.com> [#27](#)

More one with problems

Every 2 hours my nexus 5 say to reboot because a new sim was added.



**rb...@gmail.com** <rb...@gmail.com> [#28](#)

Just started happening to me this morning on my Nexus 5 (Android 4.4.2, Baseband M8974A-1.0.25.0.23, Kernel 3.4.0-gadb2201, Build KOT49H) running on the SPRINT network.

After reading several threads from others that appeared to correlate the problem to GPS usage, I've tried turning off location. I've turned location back on after a stack of the warning dialogs

I Found a hint that there might be a relationship with data roaming, and while investigating that found that my device was set for "Preferred Network Type" of "Global". Changed that to "LTE (re soon to tell. A friend's (working so far) nexus 5 also on SPRINT is also set to "Global", so that is likely a red herring in any case.

I am noticing that the unlock screen now says "NO SIM CARD - SPRINT" instead of just "SPRINT", but I suspect that has been the case all morning and I am just paying attention now.



**so...@gmail.com** <so...@gmail.com> [#29](#)

Please fix this bug as soon as possible!!!!



**ni...@gmail.com** <ni...@gmail.com> [#30](#)

Also seeing this issue, Nexus 5 on T-Mobile.



**xs...@gmail.com** <xs...@gmail.com> [#31](#)

Updated to 4.4.3 today. Hopefully fixes this random restart, finger crossed cause its dam annoying



**ch...@google.com** <ch...@google.com> [#32](#)

No impact as a result of the upgrade to 4.4.3. I've had this happen multiple times post-update.



**mi...@gmail.com** <mi...@gmail.com> [#33](#)

I had this issue daily until I tried someone's suggestion of cutting a post-it note in the shape of the Sim card and sticking it to the back of the Sim, keeping the card tight in the tray. The proble



**bu...@gmail.com** <bu...@gmail.com> [#34](#)

I tried what #32 did and hopefully it works



**ra...@gmail.com** <ra...@gmail.com> [#35](#)

[Comment deleted]



**ra...@gmail.com** <ra...@gmail.com> [#36](#)

As several other people, for the record, I tried the post-it trick several weeks ago and it did work: I am no longer getting the "SIM card + reboot" message (Nexus 5). It seems that it is not only hardware issue, rather than a software one (related to the sim slot / contact?)



**st...@gmail.com** <st...@gmail.com> [#37](#)

"SIM Card Removed" message with forced reboot happens also regularly on the Samsung S4 mini duos (GT-I9192) with Android 4.2.2. The trick with a post-it to keep the SIM card more tight c based location service. Since I deactivated the network based location service, this error occurs much less. But I still observed it several times while GPS was active and google maps naviga reboot the phone but also quite dangerous, because you have to do it while you are driving. So please fix this issue. Thank you.



**st...@gmail.com** <st...@gmail.com> [#38](#)

[Comment deleted]



**rb...@gmail.com** <rb...@gmail.com> [#39](#)

Updating #26 above... It stopped happening for me in my Nexus 5 running 4.4.2 on Sprint after I did a full power off and power on reboot that evening. After that, it went at least 24 hours with post-its on the physical SIM card are really seeing other side effects as a result of the true reboot required from actually physically ejecting and inserting the SIM.

Of course, there may be a few devices out in the wild that \*do\* have a bad connection or have oxidation on a contact. For those cases, just wiping the contacts may have been all that's needed. Be careful about making the card too thick, you could potentially over-flex the contacts and cause further trouble. (ISO/IEC 7810 specifies the thickness as 0.030 +/- 0.003 inches. A single pc measuring a typical 50 sheet pad. The usual Scotch 810 tape is specified to be 0.0025 inch thick, so would be a hair safer to use as a shim.)

Since that reboot 4.4.3 was pushed to my device, and it too has been free of this error so far. Since I don't actually know what caused the problem, or why it stopped happening, I remain slightly interrupting phone usage and causing loss of data services in the wild at the moment.

**sa...@gmail.com** <sa...@gmail.com> [#40](#)

hi,

even after moving to 4.4.3 i am facing this issue and its much more frequent now

**bu...@gmail.com** <bu...@gmail.com> [#41](#)

After I did what #32 did, I have not had a single issue with this. Try it and see if it works! If one post-it note does not work, try 2, and so on.

**sa...@gmail.com** <sa...@gmail.com> [#42](#)

@#40

but wat #32 said isnt a fix..if hes right then we are looking at a hardware rather than a software issue.If its so why should i adjust rather than just opting for an RMA

**sa...@gmail.com** <sa...@gmail.com> [#43](#)

This issue exists in the new upgraded 4.4.3 and i would say has got a little more frequent as to its appearance.Has google really paid any attention to this?

Complaining to the google cust support is a mess.They dont even acknowledge the issue when its for everyone to see in plain sight.

**so...@gmail.com** <so...@gmail.com> [#44](#)

[Comment deleted]

**so...@gmail.com** <so...@gmail.com> [#45](#)

I agree, look like Google is not really paying any attention even after LOT of people facing this issue on 4.4.3 version. or we all have to degrade to older version and stop using 4.4.3.

See Priority-Small of Issue :(

**sr...@gmail.com** <sr...@gmail.com> [#46](#)

Hi,

I am desperate for a working solution. I'm so fatigued by the time n energy wasted on this nexus. Google why are you not listening to us? You have all the resources to invent new things but not ready to fix the bug you have allowed to creep in the software. I'm sure thousands across the world have got tired using your nexus. Will you ever compensate our precious time spent when we deal with those "Sim card added, removed" messages..

BTW, will downgrading to lower version helps?? If so, I'll be more than happy to do that!!

On Jun 9, 2014 11:14 PM, <[android@googlecode.com](mailto:android@googlecode.com)> wrote:

**xs...@gmail.com** <xs...@gmail.com> [#47](#)

Aack, problem still occurs with 4.3.3. I did notice one time I didn't get the error but instead I could only make a 911 call. Is this a defective phone or software glitch ?? I'm getting tired of res update to 4.4.3. Kernel Version 3.4.0-gd59db4e Build Number: KTU84M, Baseband Version: M8974A-2.0.50.1.13

**sa...@gmail.com** <sa...@gmail.com> [#48](#)

the type of this defect is not small.  
and this issue also existed on 4.4.2.  
the only thing is that its frequent in 4.4.3.  
hemce rollback to previous version isnt a fix.

**ve...@gmail.com** <ve...@gmail.com> [#49](#)

Let's face it. Only way this could be fixed is to raise priority.  
This is possible only if there are a lot of users with same issue.

**sa...@gmail.com** <sa...@gmail.com> [#50](#)

yes vedran is right.  
increase priority and dont settle for anything less than a fix.  
otherwise google would again squat on this issue.



**sa...@gmail.com** <sa...@gmail.com> [#51](#)

normally if we report to google support they will make us do silly things like safe mode etc even wen we may have done it and sure that its not the problem. i am really dissapointed the way google has beenrespondingvto such reported bugs.



**ki...@gmail.com** <ki...@gmail.com> [#52](#)

I just updated my nexus 5 to 4.4.3 last week and ever since then it started experiencing this problem everyday. Wasn't like this before update.



**sa...@gmail.com** <sa...@gmail.com> [#53](#)

i think android 4.4.3 has aggravated this issue which was already existing in the previous version.  
this explains why i have also started getting this often while travelling...or when the network strength varies from nothing to 1 or 2 bar strength



**sa...@gmail.com** <sa...@gmail.com> [#54](#)

Got this again.Please find the attached screenshot where the error is shown.

Cant attach the detailed bug report but this is really annoying and i can assure you i was still getting shown full or 3/5 network bar.



**de...@derekgordon.com** <de...@derekgordon.com> [#55](#)

This issue has appeared for the first time on our Nexus 5's after receiving the update. Three devices having this issue all under different activity conditions.

I've been using Nexus since it began. I'm nearly tempted to jump ship with these painful occurrences that keep flaring up.



**sr...@gmail.com** <sr...@gmail.com> [#56](#)

Hi,

I have got 4.4.3 system update in my tablet. should I go ahead with installing of should I wait?



**sa...@gmail.com** <sa...@gmail.com> [#57](#)

i would suggest u to wait..but even if u go ahead i dont think it will be a great issue on tablets..but thats only my thought.its ur call.go through the threads and if these issues arent of big concern u can definitely go for the update



**sr...@gmail.com** <sr...@gmail.com> [#58](#)

Thanks for the response. This is one of the biggest issues I'm having currently!! I'm serious! it's affecting my studies! So, thinking twice to take the risk or not



**sa...@gmail.com** <sa...@gmail.com> [#59](#)

i dont think its going to wreck the tab in some way.but again i dont know if the bugs introduced are comparitively less than the fixes or vice versa



**ar...@gmail.com** <ar...@gmail.com> [#60](#)

I got my new nexus 5- 10 days back. This was running 4.4.2. Then last week I updated to 4.4.3 and next day I got the error - "New SIM card added". Please do fix this bug.



**sa...@gmail.com** <sa...@gmail.com> [#61](#)

is this really a sw issue or has it to do anythng remotely with hardware?



**mm...@gmail.com** <mm...@gmail.com> [#62](#)

[Comment deleted]



**le...@wirwar.com** <le...@wirwar.com> [#63](#)

Upgraded to 4.4.3 on my Nexus 5 and now this SIM card message appears on my phone. I also see "Restricted Access Changed" notifications and regular Google+ crashes. Not happy :(

**ra...@gmail.com** <ra...@gmail.com> [#64](#)

In my N5 with 4.4.2 I have never faced any issues. As soon I update to 4.4.3 I got the error "New SIM card added" restart is required. I have restarted more than 100 times. Reverting to previo

**ww...@gmail.com** <ww...@gmail.com> [#65](#)

N5 here, first time rebooting since updating to 4.4.3 I got this. Issue reappeared after reboot, but pressing back allows me to use the phone normally (mobile network works fine).

If it's worth anything, I'm using ART, not Dalvik.

**sa...@gmail.com** <sa...@gmail.com> [#66](#)

@ratcha,

this issue was there toon 4.4.2 but was so less than we wont notice it. With 4.4.3 it has become rampant

**sr...@gmail.com** <sr...@gmail.com> [#67](#)

Hi,

I would like to know whether anybody who had this problem severely in 4.4.2 version and are not facing this after updating to 4.4.3?

Just wanted to see whether 4.4.3 has brought in problem to those who had no problem and vice versa!

**ak...@gmail.com** <ak...@gmail.com> [#68](#)

I am facing this problem multiple times a day since the upgrade to 4.4.3. I didn't face any issue earlier.

**ma...@gmail.com** <ma...@gmail.com> [#69](#)

I have turned off Location in the quick settings a couple of days ago and have not experienced the error since then. Before that I got it several times per day. Running stock 4.4.3 on N5.

**lj...@gmail.com** <lj...@gmail.com> [#70](#)

I have had this issue every once in a while now that I am on 4.4.3, it is happening all the time. I am on N5.

**[Deleted User]** <[Deleted User]> [#71](#)

I've had this issue since I updated to 4.4.3. I am on N5

**pa...@ingensys.net** <pa...@ingensys.net> [#72](#)

I have only had this issue since the 4.4.3 update, never see it before that. However my random reboots have stopped since the update.

**bg...@gmail.com** <bg...@gmail.com> [#73](#)

Add me to the list who see this issue only after the 4.4.3 update. I have two N5's. Never saw this message on either of them before the update but it is happening on both after the update.

**mi...@gmail.com** <mi...@gmail.com> [#74](#)

Likewise, this has been a frequent issue on my N5 since the update. Turned off location as suggested above but I still get the error.

**ry...@gmail.com** <ry...@gmail.com> [#75](#)

I'd like to add some of my perspective. I was getting it constantly on 4.4.2. I wasn't updating any of my apps, but started doing that since the first comments that I have read about this error v some apps, like Weather apps and stuff. I have kept my apps updated and also updated to 4.4.3 and I have not gotten the error since updating.

**so...@gmail.com** <so...@gmail.com> [#76](#)

I have upgraded with latest nightly build CM 11. but still having same issue. Can you all put 4.4.3 kitkat variants.? Thn we can move to specific variant which not having this issue?

**bg...@gmail.com** <bg...@gmail.com> [#77](#)

Both of my phones are running the stock OTA 4.4.3 builds and all apps are kept up to day. Other than unlocking the boot loaders (but not rooting) these are stock Nexus 5's.

Sometimes the message can be dismissed without any problems, other times it pops back up every couple of minutes until rebooting. After a reboot the 'new SIM' message may reappear with the same pattern.

**mu...@gmail.com** <mu...@gmail.com> [#78](#)

I have not yet updated to 4.4.3, so I don't know if the gpsListener function is still responsible, as it was on my device. But I have not had the error since the developer updated his app, as described.

Some things to try to narrow down the error, if the hardware fixes don't help:

1. Turn off the GPS, either by toggle (if you have one) or by switching Location Services to Battery Saving.
2. Does the error still occur after turning off GPS? If so, it's probably not the gpsListener function.
3. If the error stops after turning off GPS, try to narrow down the culprit. Identify ALL non-Google apps that access Location data. These may include the following:

- \*Third-party Map or Navigation
- \*Speedometers
- \*OBDII readers
- \*Jogging/cycling/golf/hiking
- \*Family/friend locators/trackers
- \*Phone locators
- \*Weather
- \*Compass
- \*Altimeter
- \*Sensor testers
- \*Yelp/UrbanSpoon/TripAdvisor-style crowdsourcing/review
- \*Distance measuring
- \*Geocaching

And so on. You get the idea. You probably have several GPS-using apps that you're not even aware of.

4. In your GPS-using apps, try one (or more) of the following for each app, ONE APP AT A TIME:
  - Uninstall the app if you don't use it. If the error disappears, notify the developer and this forum, and move on with your life.
  - Turn off the GPS function in the app's settings. If the error disappears, notify the developer and this forum.
  - If the app gives you the option to do so, turn the GPS checking frequency from the default (usually 30-60 minutes) to something like every 1 minute. If you suddenly get overwhelmed with error messages, turn this off.

If you identify a buggy app but still get the error, you may have another app with the same problem.

For more advanced users with rooted phones, install a logcat-recording app (like CatLog or similar), and try to pinpoint the circumstances associated with the error. This is the most direct way to get the error. Along with a (very) basic familiarity with debug output terminology. For instance, I don't know Linux at all, but I learned some basic programming in my engineering education, and then I pinpointed the error conditions on my device (see #2, above).

XDA LogCat tutorial: <http://forum.xda-developers.com/showthread.php?t=1726238>

Good luck, and let us know if it works!

**so...@gmail.com** <so...@gmail.com> [#79](#)

#77, Can you add your comments with 4.4.3 kitkat variants and build details? We all are facing this issue, this info will help us to install version which not contain this issue.

**mu...@gmail.com** <mu...@gmail.com> [#80](#)

#78, I'm still running 4.4.2 stock (KOT49H), though unlocked and rooted.

The 4.4.2 Android version WILL result in this error if you are running an app that is improperly calling removeUpdates or requestLocationUpdates from within the onGpsStatusChanged function. The developer's fix resolved it for me, and I have not encountered the error since.

I don't know anything about what's going on with 4.4.3, or if it's even the same failure mode at work. But I posted fairly extensively on both the Google forums and the XDA thread linked in #1.

**jo...@gmail.com** <jo...@gmail.com> [#81](#)

I am getting this annoying message and it already led me away from buying a nexus 7 tablet and choose an ipad air instead. I lament buying 2 nexus 5 phones. Never again.

**ch...@gmail.com** <ch...@gmail.com> [#82](#)

Just happened to me today with 4.4.3 installed.

**kr...@gmail.com** <kr...@gmail.com> [#83](#)

I had this issue on and off with varying degrees of regularity with N5 on 4.4.2. Sometimes a few times per day, other times it could run for weeks without the problem.

I tried turning location services off but it continued to happen.

Last week updated to 4.4.3 and the issue seems to be happening more regularly.

**sa...@gmail.com** <sa...@gmail.com> [#84](#)



Hi Kris,

Faced this same issue. Google RMA'd my otherwise perfectly working phone and now I got a handset with a faulty power button. Got to RMA it again. I have never seen such a huge number of faults. I wonder if LG even has a Quality check.

**at...@gmail.com** <at...@gmail.com> [#85](#)

On my Nexus 5 I got this notification only once on 4.4.2 and only once (so far) after update to 4.4.3. In both cases it happened while using Strava app (which is consistent with the theory of it entering the area of my home WiFi coverage).

Back in the day I was getting lots of such notifications in Cyanogen 9 on HTC Sensation 4G, caused mostly by Cyanogen's broken Bluetooth implementation. Also, the same notification was triggered from Google. In all cases it was triggered by a system crash, not by a mechanical issue with the SIM card.

**jo...@gmail.com** <jo...@gmail.com> [#86](#)

After my comment #80 I switched service provider from Simple Mobile to Cricket and the issue has almost disappeared. It seems triggered by poor reception which I had with Simple Mobile. If you get Cricket on your Nexus 5 make sure to disable group messages as MMS to have texts on both WiFi and network.

**lu...@gmail.com** <lu...@gmail.com> [#87](#)

Since I upgraded my phone to 4.4.3 this annoying bug is popping up every day like 6 or 7 times. Google pay attention to us.

**st...@gmail.com** <st...@gmail.com> [#88](#)

Got this since I did the update to 4.4.3... Fox or ASAP I feel with a buggy cellphone.

**so...@gmail.com** <so...@gmail.com> [#89](#)

I have installed Catlog app on Note N7000 and capture log when it's showing error for restart. I have attached total log which I got it. Please search with '06-19 10:16:45.114' to get to main error.

Hopes now Google will start work on this.

```
06-19 10:16:45.114 D/StrictMode(15527): StrictMode policy violation; ~duration=1269 ms: android.os.StrictMode$StrictModeDiskReadViolation: policy=31 violation=2
06-19 10:16:45.114 D/StrictMode(15527):   at android.os.StrictMode$AndroidBlockGuardPolicy.onReadFromDisk(StrictMode.java:1135)
06-19 10:16:45.114 D/StrictMode(15527):   at libcore.io.BlockGuardOs.open(BlockGuardOs.java:106)
06-19 10:16:45.114 D/StrictMode(15527):   at libcore.io.IoUtils.canOpenReadOnly(IoUtils.java:163)
06-19 10:16:45.114 D/StrictMode(15527):   at dalvik.system.DexPathList.findLibrary(DexPathList.java:384)
06-19 10:16:45.114 D/StrictMode(15527):   at dalvik.system.BaseDexClassLoader.findLibrary(BaseDexClassLoader.java:77)
06-19 10:16:45.114 D/StrictMode(15527):   at java.lang.Runtime.loadLibrary(Runtime.java:356)
06-19 10:16:45.114 D/StrictMode(15527):   at java.lang.System.loadLibrary(System.java:526)
06-19 10:16:45.114 D/StrictMode(15527):   at com.google.android.libraries.social.jni.crashreporter.NativeCrashHandler.a(PG:124)
```

 **deleted**  
0 B ?

**so...@gmail.com** <so...@gmail.com> [#90](#)

Google Guys Please resolve this issue ASAP or add code in catch block to 'Switch to AirPlane Mode and Then Switch Back to Normal Mode'.

**te...@gmail.com** <te...@gmail.com> [#91](#)

Mine seems to be triggered when I have low signal strength on LTE and I am pulling data actively (WiFiAP with my computer running Netflix etc.) Nexus 5, 4.4.3

**bt...@gmail.com** <bt...@gmail.com> [#92](#)

Same issue happens with my phone. I have changed phones once and SIM cards four (4) times. I realized that the issue happens even when I am using my phone in safe mode.

To enter safe mode hold the power button and HOLD the power off option appears. In safe mode only first party applications will function.

I am on T-Mobile on 4.4. I reverted back to 4.4, 4.4.2 in vain

**jo...@gmail.com** <jo...@gmail.com> [#93](#)

Just got back from the T-Mobile store for the same issue. They swapped out my SIM card but also looked at the settings. Somehow my phone kept going on to the "h" band of service and was its been okay since. I hope that fixes it because this issue has rendered my device pretty useless. It's hard to get emergency phone calls when your phone is in your pocket with an error that t

**mc...@gmail.com** <mc...@gmail.com> [#94](#)

@92 - Where did you get your original SIM card? I had a Samsung Gio before my N5, and a friend gave me an old BestBuy SIM card for Tmo, and it was only for 3G plans, but TechSupport was

I still rarely see the New SIM card added: Reboot message since I keep location services disabled normally. I usually only see it when I have (GPS) Location services enabled, use Voice-to-Tex



**sr...@gmail.com** <sr...@gmail.com> [#95](#)

I m now seeing that pop up less than 5 times a day if I'm stationed at a place. If I roam, it will keep popping up. Previously, it was popping up every 5-6 seconds even when stationary. I have disabled the location long back. All I did was changing the preferred network type from 3g to 2g.



**jo...@gmail.com** <jo...@gmail.com> [#96](#)

@93, the SIM was new when I got the phone from T-Mobile in Feb. They did say I somehow ended up with an older SIM card, though with all of these people having this problem I doubt that v and checking my network settings. This is the longest span in a few weeks.



**so...@gmail.com** <so...@gmail.com> [#97](#)

Guys, I thing Google is not listening us and I am not interested to miss my emergency phone calls because of this issue. Also Still priority is not getting change. I have decided to go back from CM 11 (4.4 KitKat) to 'cm-10.1.3' 4.2.2 Jelly Bean. Started Installation of 4.2.2 .... :)



**ik...@gmail.com** <ik...@gmail.com> [#98](#)

Having the same issue. +1 to priority change



**da...@gmail.com** <da...@gmail.com> [#99](#)

I had this issue, and it was resolved on my Nexus 5 (t mobile) by placing a small bit of tape over the edge of the Sim card. The issue in my case appears to be the contact on the Sim could ju completely resolved the error showing up for 2 months now. It seems like this may solve some (but definitely not all) of the issues people are reporting.



**so...@gmail.com** <so...@gmail.com> [#100](#)

@98 - How it's possible, anyone install 4.4.2 having this issue because of Sim card slot issue (using same hardware with 4.1.3 works fine) . It's not hardware issue/sim tray issue.



**ma...@gmail.com** <ma...@gmail.com> [#101](#)

Having the same issue since i upgraded to 4.4.3.



**te...@gmail.com** <te...@gmail.com> [#102](#)

Is google really unaware of this?



**kr...@gmail.com** <kr...@gmail.com> [#103](#)

Nexus 5, 4.4.2 modem - everything fine, 4.4.3 and 4.4.4 - multiple times a day "mew sim card added"



**bt...@gmail.com** <bt...@gmail.com> [#104](#)

Thanks friend ill give it a try



**sa...@gmail.com** <sa...@gmail.com> [#105](#)

Tried two RMA phones.after updating to 4.4.3 the "sim card added" issue starts.SO dont RMA ur nexus 5 or tamper the hardware part.Its purely a 4.4.3 bug which google refuses to acknowle



**bt...@gmail.com** <bt...@gmail.com> [#106](#)

Thank you for the information regarding the rma phobes. I was thinking about doing it to mine but ill wait for the next major version of android



**te...@gmail.com** <te...@gmail.com> [#107](#)

To all who are rooted I believe I have cured you. Backup your EFS using the "backup" zip first. Get the file saved off site. Next, flash the modem I picked out (4.4.1) I flashed this and cannot el modem and all is wonderful again. Link below to my drop box and another to the original modem post.  
<https://www.dropbox.com/sh/33sirpnd7zusog5/AAADU971AKL80x1gJFTKJT7ka>  
<http://forum.xda-developers.com/google-nexus-5/development/modem-nexus-5-flashable-modems-efs-t2514095>



**bt...@gmail.com** <bt...@gmail.com> [#108](#)

While I have not backed up my efs yet, I rolled back to firmware 4.4.2 using the nexus toolkit and flashed the modem for 4.4.1  
Keep in mind from my research there was no modem for 4.4.2  
I will report back in a few days to let everyone know how it goes.



**ik...@gmail.com** <ik...@gmail.com> [#109](#)

The problem was resolved for me by following the instruction of mike (#32)  
By cutting a sticky note to the size of the SIM card and inserting it carefully with the SIM the SIM did not move and the problem is completely resolved.

I highly recommend you give it a try.  
Thanks Mike :)



**le...@wirwar.com** <le...@wirwar.com> [#110](#)

Since I reported the fact that my phone shows this issue too, it has been fixed! I haven't seen the error since. I did uninstall some apps from my phone, but not any that I can directly relate to time, both on 4.4.3 and 4.4.4 I haven't seen the error again.



**ka...@gmail.com** <ka...@gmail.com> [#111](#)

My phone is nexus 4. I think that this annoying bug fist appaerd with 4.3 (I'm not 100% sure) but the solution was a phone restart and everything was fine. With 4.4.2 this bug appeard 4 or 5 t welcommed with this error) the solution was again restarting phone few times until sim is recognized. but now with 4.4.3 and 4.4.4 it appears few times at day and need to restart it more tha



**te...@gmail.com** <te...@gmail.com> [#112](#)

Unfortunately, my fix (which I was very excited about) worked perfectly for ~24 hours, then I hit 2 "sim card removed" errors. Very disappointing. Although the frequency does seem to have c see if that solves it once and for all.



**bt...@gmail.com** <bt...@gmail.com> [#113](#)

The same message popped up for me too. Once so far, but as you said it decreased significantly for me as well.



**ka...@gmail.com** <ka...@gmail.com> [#114](#)

I tried my SIM in two another phones and result was no network and invalid SIM, I changed my SIM and now is everything OK for now.



**so...@gmail.com** <so...@gmail.com> [#115](#)

#113, Its means we need to take new sim card...?  
Let us know who's sim card issue is resolved and how with CM build number?  
Please...



**ja...@gmail.com** <ja...@gmail.com> [#116](#)

I finally got my nexus 5 phone replaced by google play after a lot of run around.



**ka...@gmail.com** <ka...@gmail.com> [#117](#)

In service said that it can be a damaged or invalid sim, which is apparently in my case. SIM card reader failure (less possible), or bug in android. You can test your sim in another phones like i that SIM is valid. I googled about this problem a lot and for some less amount of people sim replacement was a solution.



**so...@gmail.com** <so...@gmail.com> [#118](#)

Guys, I am taking my word back. After replacing Old SIM with New SIM, Problem got resolved.... ;)



**ra...@gmail.com** <ra...@gmail.com> [#119](#)

Updated to 4.4.4 from 4.4.3 but still facing the same issue... am wondering when google would fix this issue.



**ja...@gmail.com** <ja...@gmail.com> [#120](#)

I have encountered this issue with Nexus 5 and 4.4.4 several times in the past week.



**so...@gmail.com** <so...@gmail.com> [#121](#)

Please change your sim card with new one and try it. Today is my 3rd without any issue.



**lg...@gmail.com** <lg...@gmail.com> [#122](#)

Have the same issue now after 4.4.3 and 4.4.4 with T-mobile and Nexus5.

Annoying, never had any issue before the update.



**je...@gmail.com** <je...@gmail.com> [#123](#)

I think I solved the problem on my phone! I got some scotch tape, put 3 layers on top of my sim card. I got razor to cut the scotch tape down so that the tape did not go over the edge of the sim card, so it not have to force it in.

I have been dealing with this issue for a while now. My phone would make me reboot 3 or 4 times a day. I tried this 5 days ago, and I have not had the problem yet (knock on wood).

TRY THIS FIX, IT WORKED FOR ME!!!



**ke...@keithonline.net** <ke...@keithonline.net> [#124](#)

Add me to the list having the problem. Have had the Nexus 5 soon after launch with no issue and all of a sudden today this message keeps popping up. T-Mobile.



**kl...@gmail.com** <kl...@gmail.com> [#125](#)

Just started having this issue last week after getting the OTA push to 4.4.4, Nexus 5, T-Mobile (unlocked phone). Happening once a day or so, very annoying. Have had the phone for over 6 months. Card issue, at least for me, it's way tight in the slot. Seem purely software since it started with 4.4.4



**ja...@gmail.com** <ja...@gmail.com> [#126](#)

My problems with this commenced many weeks ago. A notification would appear on my Samsung Galaxy S3 without warning several times a day - "SIM card removed - The mobile network is unavailable. Restart" The only way to proceed was to select "Restart". Very occasionally if the error occurred while the phone was doing something there would be widgets missing off the front screen and they would be damaged/invisible. I was worried that before long something more serious would end up happening to the phone data.

I fiddled around with the SIM card itself a bit, trying to clean the contacts and reposition it but this made no difference. I therefore rang Orange/EE who sent me a brand new SIM card. This really helped.

It was clear to me that the problem occurred more frequently when I was on the move. It never happened overnight when the phone was stationary.

Reading some of the above comments made sense. I already had GPS switched off by default but I have removed the BBC Weather app from my front screen and the problem has been solved. GPS data anyway? Quite possibly the error happened more often when the cellular signal was low as suggested in comments above but I cannot be sure about this.

This thread has clearly attracted some people who have true SIM/hardware errors but I am virtually certain that my issue is down to software. I cannot recall when Android was last updated. I am running Android 4.4.2 (no upgrade is available to 4.4.3 for me yet).

It surprises me that a bug reported 4 months ago which must be affecting many people is still classed as "New".



**ng...@gmail.com** <ng...@gmail.com> [#127](#)

I am using Nexus 5 phone, I have this issue only after updated to Android 4.4.3. I thought the Android 4.4.4 will solve this issue. But to my disappointment, it doesn't and problem still persists.



**ni...@gmail.com** <ni...@gmail.com> [#128](#)

Hi all,

I have a Nexus 7 tablet. I've got this message 2 or 3 days after the upgrade in 4.4.3 but the behaviour is just a bit different.

I've got the error message and since this event the sim card isn't recognized anymore (impossible to access the service even though I can see my provider network in the list). I've only got this message when I'm using the tablet.

My SIM is working fine on other phones and no other sim works on my tablet.

I will try this evening the following workaround :

1. try to disable GPS
2. add paper or other stuff to make the contact closer
3. throw the tablet by the window !

Kr

Nico



**jo...@gmail.com** <jo...@gmail.com> [#129](#)

Hi all,

I got the same issue few months ago and I had to do a factory reset. After 2 months I'm getting the same issue.

Following your recommendations I've just disabled GPS and uninstalled few apps I recently installed. I'll pay special attention to the performance. But I think Google should officially give us a solution.

thanks and regards,



**ch...@gmail.com** <ch...@gmail.com> [#130](#)

Went into at&t about 2 weeks ago. Got a secure sim, seems to have resolved the problem for me. 4.4.4



**ma...@gmail.com** <ma...@gmail.com> [#131](#)

Exactly the same problems as above, galaxy S4 i9505 running 4.4.2!

Had the phone for around a year without any problems until the update.

Come on google you must know this is happening and too just bury your heads in the sand isn't fair.

 **deleted**  
0 B ?

**dg...@gmail.com** <dg...@gmail.com> [#132](#)

I am having this problem as well. I'm about to try to RMA my device to see if it helps :\

**de...@gmail.com** <de...@gmail.com> [#133](#)

I'm getting the same error randomly too after 4.4.3 update. I had no issues with 4.4.2.  
I was trying for about 2 days to catch something at logcat.  
Here's an attachment of the output that might be interesting.

 **deleted**  
0 B ?

**ni...@gmail.com** <ni...@gmail.com> [#134](#)

Hi all,

my Nexus 7 in 4.4.3 had the issue. Before sending it in RMA I tried to downgrade the image in 4.4.2. After a lot of time, crash, loop, brick etc etc I finally succeeded to flash correctly the image.  
It did solve the issue (that's what I thought) directly and I decided to update again in 4.4.3 to send the device in RMA. Then I powered off the Nexus 7. This morning I powered up the device to  
hourrrrra

**ho...@gmail.com** <ho...@gmail.com> [#135](#)

Issue started 2 days ago. then today I had it twice. searched it on google and found my brother in arms waiting at the VA hospital for a fix from google. I applied some paper on the sides of n  
had 0 tolerance. will stay like this and see what happens.

stock rooted 4.4.4

 **deleted**  
0 B ?

**kr...@gmail.com** <kr...@gmail.com> [#136](#)

Ok, so after adding stickytape to the back of my sim card, I haven't had the issue again and it's been a couple of weeks. I'm confident now that the sim try was at least part of the issue.

Unfortunately what has now started happening is that it loses signal all together with no message. Sometimes it comes back but generally I have to restart.

This is happening with far more regularity and today the phone is practically unusable because of it.

**la...@gmail.com** <la...@gmail.com> [#137](#)

I'm having the same issue. Nexus 5. My husband has the same phone, but no issues with his -- we suspect my SIM card error may be caused by an app that I use which he does not have installed  
frequent enough to really cause me problems, but it does seem to be increasing in frequency.

**ja...@gmail.com** <ja...@gmail.com> [#138](#)

I swapped SIM cards at a T-Mobile store and haven't had the issue again for a week.

**me...@gmail.com** <me...@gmail.com> [#139](#)

My phone shut down about a week ago and when I turned it on again, I got that message. This morning the same thing happened only today my phone has slowed. I can't type more than on  
down. I'm on Tmobile and this phone was only purchased 3 months ago. I didn't pay attention to which Android version I'm on.

**jo...@gmail.com** <jo...@gmail.com> [#140](#)

Out of nowhere my wife's phone started having this problem as well. Brought it in and then swapped out the Sim and it's all better again. This has worked with two Nexus 5 for me. T-Mobile N

**be...@gmail.com** <be...@gmail.com> [#141](#)

I have two issues since my S4 updated to 4.4.2 from an OTA update from AT&T.

1) When moving from wifi to lte, my phone will be unable to refresh the connection. I can see the signal that looks like it is transmitting an outbound signal, however no inbound signal is received at all. I have had a tech support rep with AT&T attempt to call when my phone was on this state, and the call went directly to voicemail. I can restore the connection after I have received the device, toggling Airplane Mode, and recently I have found open the phone keypad then type \*#1234#, it shows device information. Next, I press the home button, go back to the phone keypad. Afterwards, my connections will be restored. This is a problem as it essentially disables any function of my device.

2) Also when moving from different areas of varying signal strength, my phone will generate a "SIM Card Removed" error, requiring a reset. You cannot cancel out of the alert. A reset is required.

Both errors have occurred on different S4 devices with different SIM cards. I have attempted to use tape as a shim to prevent any connection loss between the SIM card and the connection port.

I received a replacement phone that I submitted for repair due to this issue. I received it with 4.2 installed and did not have an issue. The problems described above returned when the new phone was updated to 4.4.2.

As this has occurred on different devices with different SIM cards, the only common factor causing this issue appears to be the 4.4.2 operating system.

Please advise if I can provide further details to aid in the resolution of this issue. I intend to return the phone again if the problem persists.

**ia...@gmail.com** <ia...@gmail.com> [#142](#)

I had this problem several times in June and early July. I've since removed my SIM, reinserted it, and haven't had a problem since.

**va...@gmail.com** <va...@gmail.com> [#143](#)

I resolved this issue by using the tape method.

**dr...@gmail.com** <dr...@gmail.com> [#144](#)

I note my problem when I choose LTE so I suggest to choose only 2G and reenter the sim card

**kr...@gmail.com** <kr...@gmail.com> [#145](#)

Changed SIM card, problem's gone )

**al...@gmail.com** <al...@gmail.com> [#146](#)

Samsung Galaxy s4 with Android 4.4.2 and recently using LTE here with the same "SIM Card missing. Restart" problem. When I had my old SIM and Android 4.2.2 never happened this. I changed SIM and the problem remained but less frequency.

Now I tried the hardware solution (make sim thicker with some paper) and the problem is gone for now (like 12 hours...)

I think its has to be a mixed software-hardware problem with my new LTE SIM (maybe thinner? maybe gets hotter when switching LTE?), the Android 4.4.2 (maybe less tolerant to SIM failures). If that's the case it will be very hard that someone (Google, Samsung, Santa Claus...) get responsible for the problem and will always blame other...

**co...@gmail.com** <co...@gmail.com> [#147](#)

I am having a problem with my n5 I woke up this morning and on my lockscreen it says no sim card even though my sim card is in there. I have tried everything I can think of. Please help me!

**bt...@gmail.com** <bt...@gmail.com> [#148](#)

If you can go to your carrier and see if you can get a new sim. hopefully its a sim card corruption.

**[Deleted User]** <[Deleted User]> [#149](#)

Nexus 5 running 4.4.4.

Having the same issue.

Purchased the phone 2 months ago. Came with 4.4.2. Didn't start experiencing the issue until about 2-3 weeks ago.

T-mobile sending me a new SIM. If that doesn't work, I'm swapping the device.

Putting tape or paper behind the SIM seems like a weak fix and manufacturer defect for a brand new device.

**al...@gmail.com** <al...@gmail.com> [#150](#)

The tape method lasted 24h but the problem is back... Now it happens every 6h or so

Thinking about downgrading android to 4.2.2... This behaviour makes the phone unusable...

**al...@gmail.com** <al...@gmail.com> [#151](#)

Now the problem is worse and after the unavoidable reset the phone doesn't detect the SIM card. It takes several remove-add and resets to get it working. So it seems more like a hardware problem. Kat.... This is nonsense...

**bk...@gmail.com** <bk...@gmail.com> [#152](#)

by turning off mobile data, the error has stopped coming up on my phone and the the reception on the phone has not dropped, so if you are in a lot of WiFi areas this could be a short fix until cause i bought the phone to be able to use it everywhere

**[Deleted User]** <[Deleted User]> [#153](#)

Having this issue on N5 with 4.4.4 more than before. Seems to be getting worse the last dew days. You must fix this.

**ho...@gmail.com** <ho...@gmail.com> [#154](#)

I've only had this happen a few times on my N5, but I did notice that while you can dismiss the dialog by hitting the back button, the battery drain goes way up. Rebooting seems to be a good

**be...@gmail.com** <be...@gmail.com> [#155](#)

I have again replaced the SIM card, and now this issue occurs even when my phone is just sitting on a table, not even being moved between potentially different areas of signal strength. Th and LG on a non-android platform are beginning to look like better options than dealing with the frustration of my phone reseting multiple times an hour.

**be...@gmail.com** <be...@gmail.com> [#156](#)

There also appears to be multiple issues that ate generating this same error. The message that appears is unresponsive to anything but pressing the "Restart" button. Applications in the b made on the device but to restart.

**ra...@gmail.com** <ra...@gmail.com> [#157](#)

I'm experincing this issue on a Nexus 5 with 4.4.4; started a few days ago. I get a 'No sim card' message and rebooting resolves the issue temporarily (although it doesn't work every time).

**be...@gmail.com** <be...@gmail.com> [#158](#)

I visited am AT&T store this afternoon, and was able to replicate the issue on a replacement SIM card agree the error occurred within 5 minutes of placing a brand new card inside the device

My only other option is to remove every 3rd party app on the device and see if the was some other function or script that could be generating this error.

At this point, 2 Samsung Galaxy S4 devices have been used and received same issue. 4 SIM cards have been tried and have replicated the issue. At this point, hardware damage to either t

I'll advise if this error occurs again.

**sr...@gmail.com** <sr...@gmail.com> [#159](#)

Till sometime back, I used to get this problem in nexus 7 tab every few seconds!!! Imagine how frustrating it was.. Recently, I changed my network which provides much better speed and connectivity.. So, haven't faced since then..

**be...@gmail.com** <be...@gmail.com> [#160](#)

[Comment deleted]

**be...@gmail.com** <be...@gmail.com> [#161](#)

I removed every application on the device. The error occurred again within 15 minutes. The BestBuy GeekSquad rep factory reset the device (only so they could verify the issue for warranty p occurred again with about 5 minutes. I have now put in for a 3rd replacement device. I'm stuck in a loop. Replace SIM card, replace phone, replace SIM card, replace phone. The only consta

**al...@gmail.com** <al...@gmail.com> [#162](#)

A little recap for my case (galaxy s4 rooted stock android 4.4.2)to try narrowing the problem origin:

- The tape solution made the problem happen 1-2 times per day
- Removed the tape solution to test and the problem happens 1-2 times per HOUR
- I had never seen this problem in stock rooted 4.2.2 with my OLD NORMAL SIM (not USIM) for MORE THAN ONE YEAR
- Upgraded to 4.4.2 and had NO PROBLEMS for 2 weeks or so
- Changed my OLD SIM (one that I had to cut to reduce) to a NEW USIM (needed to use LTE/4G) and problem appeared 2 DAYS AFTER.

CONCLUSIONS:

- It seems NOT RELATED to galaxy s4 hardware (it was working and many people with N5 have the problem and many replaced phones fails the same)
- IT SEEMS RELATED to one or several of these reasons: New USIM card physical form, start using LTE/4G and android kit Kat

All the people that gets a new SIM are just getting new USIM, because providers doesn't give old technology SIMs anymore

We need testimony of people with old SIM (no 4G) and android kit Kat or with new USIM and old android, but i think those people won't come here as they don't have problems ..

Please everybody confirm that my points apply to them or not.

If Google won't help us we'll have to do it by ourselves.

-

**be...@gmail.com** <be...@gmail.com> [#163](#)

My device is a stock Samsung Galaxy S4 running Android 4.4.2, on the factory AT&T build (bloatware and everything).

I had no issues from August 2013 through May 2014. Last month (June 2014) my device took an over-the-air update, changing the version too 4.4.2.

I first noticed the issue as all of my connections would stop. 4g, MMS, WiFi, voice, anything that wasn't locally stored on the device was inaccessible. I found that I was able to reset this issue not because it's been resolved, but because a more severe issue has cropped up, causing my device to reset so frequently, that the other issue doesn't get a chance to trigger.

I tried tape on the SIM card for about 5 min, as the "SIM Card Removed" item occurred again. Submitting this message to save. Will submit further info soon.

**be...@gmail.com** <be...@gmail.com> [#164](#)

I removed the tape from the SIM card and the issue persists.

I don't believe the issue to be related to hardware directly, but perhaps a function or Scott that is creating a critical error forcing the restart. This issue occurs of Wifi, 4G, LTE, both with and without different SIM cards. I'll let everyone know later in the week of this occurs on a third Galaxy S4 device.

**sa...@gmail.com** <sa...@gmail.com> [#165](#)

@AlejaV,

great trouble shooting.

Let me tell you i am a nexus 5 user or better was one. I had to RMA a perfect device due to this sim card issue but then the ones that came later were defective pieces. but all of them had the I can confirm that this issue used to happen when i was in 4.4.2 and later as well.

I had raised this with google but they dont care.

The one thing i didnt check was a new sim. Perhaps i now feel this could have solved it.

Between i got my nexus 5 refunded. SO i am happy and waiting for the next nexus...

**pg...@gmail.com** <pg...@gmail.com> [#166](#)

I have a Samsung s4 i9505 and have the same issue, have chaged the SIM and the problem persist.

**al...@gmail.com** <al...@gmail.com> [#167](#)

For those who get too many times the "SIM added/removed" message and are forced to restart the phone, and are most of the time connected to a WiFi and don't mind not being able to receive calls, install the "Toggle cell" app that will remember your wifi ssid's and disable cell radio when you are connected to them, when you get disconnected from WiFi or turn it off it will enable cell radio. Of course is a big price to pay but with cell radio off the problem doesn't trigger. I'd you receive more whatsapp messages than calls you can be fine with this. Until Google tries to help us sort this out.

**al...@gmail.com** <al...@gmail.com> [#168](#)

UPDATE: It's NOT WORKING to disable cell radio, the problem happened the same. I will try with airplane mode and WiFi on. I think I'll even try without a SIM card, just to test, because this problem is not related to the SIM card.

**ch...@gmail.com** <ch...@gmail.com> [#169](#)

Prompt to reboot several times a day. 4.4.4 seems to be a buggy upgrade. Wife's phone is on 4.4.2 and didn't have the issue. I just upgraded her phone to 4.4.3 and I don't think she is having the same issue.

**al...@gmail.com** <al...@gmail.com> [#170](#)

UPDATE 2: The problem happens EVEN IN AIRPLANE MODE... WTF?

**mi...@gmail.com** <mi...@gmail.com> [#171](#)

Stock Nexus 5, 4.4.4.

I have the same issue.

In my case the issue is triggered when moving from 3G zone to LTE and vice versa.

At some moment when I am walking I can achieve a bunch of dismissable errors like this overlayed in a stack.

Disabling LTE removes the problem.

**al...@gmail.com** <al...@gmail.com> [#172](#)

UPDATE: After many more "SIM Card removed" now I have a permanently "No SIM Card" even after reboot...

I'll try a factory reset and maybe an Android downgrade before sending it for repair.

**ch...@gmail.com** <ch...@gmail.com> [#173](#)

This thing is getting out of hand. I am losing connection and getting prompt several times a day now. Sometimes twice in a row. My wife's phone is still running 4.4.3 and doesn't look like she is having a problem



**ch...@gmail.com** <ch...@gmail.com> [#174](#)

Just venting. This is Nexus, this is suppose to be a flagship phone. Having a phone that crash several times a day is not acceptable. Now I rather go back to HTC then put up with this crap.

**be...@gmail.com** <be...@gmail.com> [#175](#)

I received a replacement device with 4.4.2 already loaded this week. So far, no issues at all with either mobile connectivity (mms, sms, voice, 4g) and have not yet received the "SIM Card Ren prior two devices. I'll advise if this issue begins occurring on my new phone.

However, this device has a malfunctioning wifi antennae (less than -80 Dbm even when less than only a few feet from the router) so I will be returning it again for a 4th replacement device.

I still can't understand how my original device began malfunctioning with the SIM Card error and other intermittent connectivity issues after it took the OTA 4.4.2 update in early June, why the upgraded the firmware to 4.4.2, but seem to be resolved on the 3rd device which was updated to 4.4.2 from the factory/repair center.

**al...@gmail.com** <al...@gmail.com> [#176](#)

IMPORTANT UPDATE: After more than 12h with permanent "No SIM Card" that wasn't going away after rebooting (or factory reset, damn it...)I found another interesting thread related to the p <http://forum.xda-developers.com/showthread.php?t=2375982>

An now I MANAGED TO MAKE THE PHONE RECOGNIZE THE SIM card again just PRESSING THE SIM TRAY AND SOME OF THE PART ABOVE IT while rebooting (with the back cover removed, of tape to make the back cover press all this part... (Yes, I know I should send the phone for repair, but I'm quite stubborn, I'll probably do it in the end...)

In that thread they explain how the SIM tray is connected to the motherboard and there seems to be the problem. Even Sim tray or motherboard replacement may won't work because the prol If this fixed my "No Sim card" it seems very likely that it was the cause of the "Sim removed. Restart" I was constantly having...

How is this related to Android 4.4.2??? No f... idea; Maybe in my case and others S4 is just a bad coincidence, or maybe Android 4.4.2 and LTE makes the phone hotter or more sensitive in th Android SW (or maybe the same chinese components are used to connect the Sim tray and the motherboard for Samsung and LG...)

I just expect this can help anyone in a similar situation.

**de...@gmail.com** <de...@gmail.com> [#177](#)

Interesting.. Are you rooted? Did you happen to catch any info with the logcat?

I had a file attached some time ago with some logcat info about this problem, if wou want you can compare it with your phone to see if it's similar or something else is goin on! (Attachment at post #132)

**al...@gmail.com** <al...@gmail.com> [#178](#)

Just after I posted I got the "Sim missing. Restart" again... But after the reboot it's working again (for now). So I think that the pressure thing I did before probably made it to recognize the Sin try the tape over the Sim tray and above to make the cover press the area, not in the sim itself like always have been told here.

Haven't tried to logcat the problem, maybe I do. But even if we find the Android Kit Kat software that triggers the problem we can't blame that software (even if it is that poorly written that ma flaw in the phone that makes the difference. If this pressure or the tape solutions actually make a different in the problem it means there is a HW problem or even a HW/SW mixed problem, s manufacturer...

**mi...@gmail.com** <mi...@gmail.com> [#179](#)

I'm getting the same symptoms on a Galaxy S4 running 4.4.2

The problems started suddenly 2 days ago and I'm getting the message within an hour of rebooting.

The following haven't fixed the problem

Safe mode

Turning off GPS including turning off all location services

Removing and reinstalling sim card

Removing SD memory card

The only thing that's stopped the problem overnight is airplane mode (with WIFI and GPS enabled)

My network has only recently added 4G to their network so that might be related.

I also get a very intermittent phone signal at home and the local area.

Will try getting new SIM card next.

Doesn't seem like this could be dependent on Nexus hardware if it's happening with S4 too.

**[Deleted User]** <[Deleted User]> [#180](#)

[Comment deleted]

**[Deleted User]** <[Deleted User]> [#181](#)

For people which say use a scotch tape to press SIM into connectors, it DONT work...I have tried all solutions possible out there...the only solution that we all need is an UPDATE from android

**pg...@gmail.com** <pg...@gmail.com> [#182](#)

On my Samsung S4 I find when it happens, is when the network switch from 4g to 3g or gsm.  
If the network keeps in 4g they don't ask for the reboot

**[Deleted User]** <[Deleted User]> [#183](#)

this is BULLSHIT we need a DAMN fix asap

**de...@gmail.com** <de...@gmail.com> [#184](#)

@181  
This is interesting as the issue indeed started when my provider enabled 4G.

Anyone knows if switching from/to 4G logs something so i can do some tracing with the logcat? Just to filter all the unwanted output and confirm this.

**jn...@gmail.com** <jn...@gmail.com> [#185](#)

Will Google replace my phone due to this issue? My nexus 5 has it so often it's become a huge hassle. Restarting doesn't always fix it right away. Sometimes I need to restart it 4 or 5 times before

**[Deleted User]** <[Deleted User]> [#186](#)

@ 181  
3G/4G/Gsm error is always there!!! I have tried to change it and Im still getting it. This bug is so annoying!!

**ni...@gmail.com** <ni...@gmail.com> [#187](#)

I have a Nexus 5, everything stock.  
Have been getting the message stating the SIM added/ disconnected and / or the network disconnection requiring a phone restart. So far, restarting has worked, but the increasing frequency  
If this is indeed a software/firmware bug, Google should release a retraction script to remove the code that is the root cause of the problem. Fixed / patched software can be installed later...  
I've been a strong supporter of Android products over Apple products but if this persists into the month(s) timescale, that will make me rethink, with a probable scrapping of my phone and possible  
issues... Don't really have the patience to reboot my phone every other / every use.  
(and I don't think that's an unreasonable expectation from a professionally designed and manufactured product).

**mi...@gmail.com** <mi...@gmail.com> [#188](#)

Have only had the error once since changing to a new  
SIM card and that was only just after changing. Hoping it'll last...

**gr...@gmail.com** <gr...@gmail.com> [#189](#)

I have this issue as well, but I'm on version 4.4.4 and I purchased my Nexus 5 from the Google Play store. I found that 2-ply scotch tape does work, at least to reduce the occurrence but it still  
will replace my device, but only for a refurbished unit. :-s

**de...@gmail.com** <de...@gmail.com> [#190](#)

Been almost 3 days that i changed from 4G to 3G and i haven't seen the error since. I will keep it like that for another 3-4 days and report back.

**sa...@gmail.com** <sa...@gmail.com> [#191](#)

does the refurbished unit mean nexus 5 production has stopped.because mine  
was replaced 5 times with new units.so is this an indication of the arrival  
of the nexus 6

**my...@gmail.com** <my...@gmail.com> [#192](#)

Re: #189

This is probably because your 3G coverage is greater than your 4G, so you're having less signal loss/phone trying to find a signal, which means less GPS locking, which means less of this error



**de...@gmail.com** <de...@gmail.com> [#193](#)

^  
Yep i believe that too. The thing is that this error shouldn't occur as signal changes.



**de...@derekgordon.com** <de...@derekgordon.com> [#194](#)

Four separate nexus 5s on T-Mobile ha e this issue. Essentially my entire family is affected.



**ch...@gmail.com** <ch...@gmail.com> [#195](#)

I start to suspect this is carrier related. I am on T-mobile. The issue actually went away the past few days, hope it continues.



**mi...@gmail.com** <mi...@gmail.com> [#196](#)

Galaxy S4 running 4.4.2

I'm still getting these problems intermittently (it's been 10 days now). None of the following fix the problem:

Installing brand new duplicate SIM card  
Disabling auto switching to LTE (network mode WCDMA/GSM auto connect).  
Using the phone with different transmitters a long way from home  
Booting S4 into safe mode  
Turning off GPS including turning off all location services  
Removing and reinstalling SIM card  
Removing SD memory card

The only thing that's stopped the problem for a few hours is airplane mode (with WIFI and GPS enabled). I haven't tested whether this solves the problem for longer as I need to use my phone

My network (Three in the UK) has only recently added 4G to their network so it's possible the problem might be related to network configuration changes.

Has anyone succeeded or failed to fix this problem by backing up, factory resetting and restoring their phone? I'm reluctant to take that drastic and time consuming step unless it's likely to be technical support.

Has anyone managed to rule out that this problem is caused by faulty phone hardware (e.g. SIM reader connections)? I've basically ruled out a faulty SIM card in my case by getting a new du

Because the problem is intermittent it's hard to be sure what causes the problem but the following seem to make it recur sooner:

Keeping my phone in my pocket - perhaps some sort of thermal hardware difference.  
Rebooting the phone after the problem happens rather than powering down and powering on again - perhaps some sort of hardware difference caused by power cycling rather than restarting  
Moving around - the problem never seems to happen if I just leave the phone sitting on my desk.

Is there any way of making Android not force a phone restart when this SIM error occurs? It's very user unfriendly and seems like complete overkill. A smart phone should be perfectly usable

Is there any way of collecting logs or call stacks when this problem happens?



**ja...@finology-group.com** <ja...@finology-group.com> [#197](#)

My Nexus 5 was working beautifully until this SIM thing need reboot problems started 3 weeks ago.

Now, it happens 4-5 times a day. I was doing some online banking and it required a phone OTP to be sent but for this stupid bug which makes my phone network drop and not able to receive

Having a unreliable phone is not an option in my line of work.

Now that I realize this is not just limited to Nexus 5 but all 4.4.2/4.4.3 android phones and there is no fix in sight, I may just have to give Windows mobile a try.



**li...@gmail.com** <li...@gmail.com> [#198](#)

I bought this phone less than 3.5 months ago.

It stopped working as a phone and is now as good as a brick. Only less useful

How is this priority "SMALL"? Incredulous



**bg...@gmail.com** <bg...@gmail.com> [#199](#)

> Keeping my phone in my pocket - perhaps some  
> sort of thermal hardware difference.  
>

I suspect this is part of the problem as I've noticed the error almost exclusively when pulling my phone out of my shirt pocket. That "almost" part is a problem though, I've also seen it happen

It always happens while I am driving so I tend to lean more toward some problem during a hand-off between cell towers.

[- Show quoted text -](#)

I always hit the back button to dismiss the dialog. That is usually enough to make the error go away for a few hours, or even days. Other people have reported that it never works for them so



**li...@gmail.com** <li...@gmail.com> [#200](#)

On Nexus 5. Just to clarify:

- 1) The issue does not resolve for me by pressing the back button. Sure I still get to use my phone, but minus the Carrier Network
- 2) The issue also does not always resolve after multiple restarts

If this is not a mass recall level defect, I don't know what is.

---

**km...@gmail.com** <km...@gmail.com> [#201](#)

Im not sure why google would claim this as hardware defect when it clearly affects devices besides nexus 5 (i have s4 which is just a expensive mp3/gps now)

Things tried  
Changing SIM tray  
Sticky tape  
Changing ROM/Versions  
Removing GPS required apps

Get your act together google

---

**[Deleted User]** <[Deleted User]> [#202](#)

Out of curiosity I flashed the Android L developer preview last week and I haven't had this issue since, I used to have it several times a day starting with 4.3.+ although the developer preview issue.

---

**li...@buildscape.my** <li...@buildscape.my> [#203](#)

recently bought a nexus and after a week of working fine, phone is now impossible to use. at first the shop thought it was a hardware issue. but its the same on my replacement. this is a criti before.

---

**si...@gmail.com** <si...@gmail.com> [#204](#)

So this problem is not unique to me. I had to BUY a new phone while my replacement phone is yet to arrive.

I am dissapoint

---

**km...@gmail.com** <km...@gmail.com> [#205](#)

Just an update. I reflashed the stock ROM, still had the issue, so i took it back to the store to have it looked at as it was still under warranty. The staff did a factory reset (protocol) and sudder to me. I'll keep updating

---

**km...@gmail.com** <km...@gmail.com> [#206](#)

happened again, although less frequent now. ( but thats how it starts )

---

**de...@gmail.com** <de...@gmail.com> [#207](#)

Ok after some time now that i changed the network type to 3G only (no 4G) i haven't got this error. Try this to see if indeed this is the cause.. or it's only on me.

---

**op...@gmail.com** <op...@gmail.com> [#208](#)

After reading all of these posts I think it is a SW glitch.  
GPS listener malfunction or problem during a hand-off between cell towers makes the most sense to me according to my observations.  
I'm dealing with this problem since my upgrade from Android 4.2.2 to 4.3 and I'm facing the problem also after upgrade to Android 4.4 :(  
I disabled GPS for a while and I will let you know how it goes.  
I agree with all the people above this bug makes Android based devices really unusable :(

---

**kr...@gmail.com** <kr...@gmail.com> [#209](#)

I started having same issue a couple of weeks ago on S4 running 4.2.2 and noticed phone has been getting a lot hotter lately.

---

**op...@gmail.com** <op...@gmail.com> [#210](#)

Update on #207. Disabling GPS didn't help. I'm still having the same problem :(

---

**re...@gmail.com** <re...@gmail.com> [#211](#)

Developer here, pretty sure this is fundamentally a hardware problem in that padding the sim tray with post-it paper has fixed it for me. I have noticed hairline cracks in the frame near the sim frame is simply not strong enough for everyday usage.

I think the software aspect is a bit of a red herring... if there is a minor location API bug in recent ROMs it's maybe that the bug simply causes more cell-tower positioning requests to run, which is (momentarily) missing. Something like that anyway.

That said, Android could handle the removal and reinsertion of a SIM card way more gracefully than it presently does. There's really no technical reason to reboot the whole OS.

**ni...@gmail.com** <ni...@gmail.com> [#212](#)

Early days yet, but I can vouch for the SIM padding solution. Problem was getting progressively worse over the past couple of weeks (started about a month ago), with it getting to the point of 4-6 times a day.

Stuck a bit of clear tape on the back of the sim and cut to fit, and not had a problem for a few hours.

Hopefully this has fixed it.

**ed...@gmail.com** <ed...@gmail.com> [#213](#)

Started getting this about 3 weeks ago. It has gotten more frequent and more persistent since. It's now 4-6 times a day. Hitting back button doesn't help, turning off GPS doesn't help. Rolling back doesn't work either. Took out sim, replaced, no change. This went from an annoyance to hindering everything because as soon as the error comes up even before I click anything also on Tmobile and since it seems limited to them...

**na...@gmail.com** <na...@gmail.com> [#214](#)

been recently annoyed by this message.

"SIM card removed - The mobile network will be unavailable until you restart with a valid SIM card inserted .[RESTART]"

I have been getting network outage errors (pasted above) and it's been annoying me for a while. The error prompts to restart the phone, even after phone restart sometimes the network /SIM get back into Mobile network. This has been happening at least 3 to 4 times a day in last 3 days.

Please could you confirm if it's hardware issue/Operator SIM issue or Android Operating system bug.

Hardware Model - Nexus -4  
Mobile network Type- HSPA (Idea Cellular -India -3 G network.)  
Android Version- 4.4.4  
kernel version - 3.4.0-perf-ga6edd5e  
build number KTU84P

A earliest update on this issue/root cause analysis will be highly appreciated.

**dj...@gmail.com** <dj...@gmail.com> [#215](#)

Started getting this about 1 week ago, nexus 5 - 5 months old.  
gps is disabled all the time, also location service.

the device doesn't fall or drop or something like that.

any comment from google or lg?

**ma...@gmail.com** <ma...@gmail.com> [#216](#)

[Comment deleted]

**ma...@gmail.com** <ma...@gmail.com> [#217](#)

Same problem on my Nexus 5 from a couple of days.  
I get the "SIM card removed" message and restarting the phone does not solve the problem. Any suggestion?

**xx...@gmail.com** <xx...@gmail.com> [#218](#)

I've had my nexus for almost 6 months and it has started doing that out of the blue just this week

**ni...@gmail.com** <ni...@gmail.com> [#219](#)

back to my [comment #211](#) - it's now been 5 days and not had the message, so it looks like it's fixed. Thinking about it, this could be down to either :-

1. the tape on the back of the sim has worked

or

2. the tape is a red herring and it was simply removing and re-inserting the sim that has worked.

Two things worth a try, and it does seem to me like the issue is a hardware one.

**ja...@gmail.com** <ja...@gmail.com> [#220](#)

Gee, I just came across the error message (which is repetitive in nature). While I am not the only one as I can see from the issues many of you have reported, I am totally disappointed with Google.  
Not sure if this is the right forum to reach out to @google or @androidsupport but just trying my luck

**ra...@gmail.com** <ra...@gmail.com> [#221](#)

Just adding my observations to the list:  
Galaxy S4 AT&T (SGH-i337) with CM11, this has been a recurring problem for over a month now even stock before switching to CM11.

This is the message I always get at random:

-----  
SIM card removed  
The mobile network will be unavailable until you restart with a valid SIM card inserted  
[RESTART]  
-----

Toggling 2G/3G/LTE switch makes no difference.  
Toggling Location Services on/off makes no difference.  
Shimming the SIM with Tape makes no difference.  
Full charged/nearly dead battery makes no difference.  
Charging or discharging the battery makes no difference.  
Actively using the device or having it sit screen off idle makes no difference.

Some days it will require a restart 10x a day, some days zero, with no change in usage pattern.

I'm using a StraightTalk SIM, I'm going to try a replacement SIM soon to see if it makes a difference, however judging from the previous comments - the issue will reappear.

**ge...@gmail.com** <ge...@gmail.com> [#222](#)

I am having the same issue with my Samsung Galaxy S4 I9505 factory unlocked. I have it for a year now and it started one day ago with the message which it appears in random:

SIM card removed  
The mobile network will be unavailable until you restart with a valid SIM card inserted  
[RESTART]

I have tried everything still nothing prevented the message to pop out again, I think it's a software-hardware issue. Will talk with Samsung customer support to see if they are aware of this problem.

**rj...@gmail.com** <rj...@gmail.com> [#223](#)

Nexus 5 switches off now six or more times every day with this message. Many calls and messages lost/ missed and much time wasted.  
Unless Google sorts this soon I will have to throw the phone away. It is no use when you can't ring, be rung or search!  
Changing for a brand new sim card made no difference at all. If anything the frequency of the problem is increasing daily.  
WAKE UP GOOGLE!

**pi...@gmail.com** <pi...@gmail.com> [#224](#)

You should try placing your phone into safe mode to rule out 3rd party software. If after placing into safe mode for a couple days and the problems go away it's your applications installed on the phone.

**li...@gmail.com** <li...@gmail.com> [#225](#)

I'm having this same issue since the latest update of the OS. Android 4.4.4 stock issue, no mods. No new apps installed recently. Working fine before but now losing signal very frequently with no apparent reason.

**71...@gmail.com** <71...@gmail.com> [#226](#)

I have Nexus 5 for 2 months, started yesterday out of the blue, happened 3 times in a row.  
Android 4.4.4

**re...@gmail.com** <re...@gmail.com> [#227](#)

I took my Nexus 5 (Android 4.4.4) to Japan and had this problem from day 1, many times a day, and never had it before in the 3 months with the phone in the Netherlands. Things that are specific to Japan:  
- Data roaming (although when I did data roaming in Germany and France there was no problem)  
- LTE/3G switching (my home area does not have LTE)  
But both are out of my control. And disabling GPS is also not really an option since I mostly use internet here for Google Maps.

A fix by Google would be welcome,  
Thanks,  
Simon

**re...@gmail.com** <re...@gmail.com> [#228](#)

Hi, so here Simon again (same as response #226). I tried one of the suggestions from above and this one worked for me:  
- In Settings => Wireless & networks => Mobile networks => Preferred network type I changed the setting from 4G (recommended) to 3G.

And I'm now a full day free of rebooting in Tokyo. So this "solution" matches with the explanation that this (software) bug occurs when the phone loses 4G connection and switches back to resolves the problem.

Simon

**ma...@gmail.com** <ma...@gmail.com> [#229](#)

First off: Nexus 5 running 4.4.4. Everything I have tried seems to only be a temporary fix. I've tried to notice a common factor to no avail. When I get this message and reboot, I usually have to been happening approximately every other day if not every day. I have had my phone since about May of this year and this only started happening in about early August. I have now turned off will be a slightly more permanent fix.

**de...@gmail.com** <de...@gmail.com> [#230](#)

@227

A month has passed that I set that setting and reported it here and never had this problem ever again.

Well now even if we did find the problem I don't think we get a fix soon enough...

**ri...@gmail.com** <ri...@gmail.com> [#231](#)

Just want to chime in and say that I have this issue, no workarounds posted thus far have helped.

**de...@gmail.com** <de...@gmail.com> [#232](#)

@230

Even disabling 4G?

**ol...@gmail.com** <ol...@gmail.com> [#233](#)

I from Moldova and I too have this bug(((

**ga...@gmail.com** <ga...@gmail.com> [#234](#)

Having this issue and currently working through it with Google Support. Main things to try, Update OS, Restart, Run in safe. So far nothing has worked. Will keep posted on next steps.

**ar...@gmail.com** <ar...@gmail.com> [#235](#)

I recently received a replacement SGS4 SGH-M919 from T-Mobile due to the original not recognizing my SD card. And after the 4.4.2 OTA update this problem has started. Please Google Fix

**di...@gmail.com** <di...@gmail.com> [#236](#)

I have this problem in my LG E970. I had this issue in stock firmware(4.1.2). I updated it to Cyanogenmod 4.4.4 but same issue there.

**eh...@gmail.com** <eh...@gmail.com> [#237](#)

[Comment deleted]

**co...@gmail.com** <co...@gmail.com> [#238](#)

I have a Nexus 5 on T-Mobile and was getting this, some time as frequently as 5 times per day. I went into the store and they swapped my SIM card and I haven't had it happen since. I'll update

**em...@gmail.com** <em...@gmail.com> [#239](#)

Same issue here ! I just asked for a new SIM card just in case. I'll keep you all posted...

**fi...@gmail.com** <fi...@gmail.com> [#240](#)

I have been having the same issue for a few months now... Does Google want me to switch to Apple?

**ba...@gmail.com** <ba...@gmail.com> [#241](#)

I have location off all time and this happens on my Nexus 5. I don't know if location is the issue here. I think the phone is scrap. Google has no clue. Just like the problem of emails being locked

**vl...@mageenet.net** <vl...@mageenet.net> [#242](#)

My husband's Nexus 5 stopped recognizing the SIM card a few weeks ago. It wasn't a sometime thing. It just recognize it. It wasn't the SIM card because that SIM worked in our son's phone. Luckily, he still had his prior phone, so he dropped back to that. After reading the discussions here, he decided to try a new motherboard. It came today, and his Nexus 5 is back in business. C happy ending. A motherboard is a lot cheaper than a new phone.

**ha...@gmail.com** <ha...@gmail.com> [#243](#)

The same thing happens to me only to constantly do it. When I search for networks they come up but when trying to connect to a mobile network, it takes long and gives me a error message updates. GOOGLE.....FIX.NOWWW I may even try and install the Android L dev preview and see how that works. Not happy google :(

 **deleted**  
0 B ?

 **deleted**  
0 B ?

**ra...@gmail.com** <ra...@gmail.com> [#244](#)

Samsung i9505 here. I had this problem while back on CM11. In desperation and curiosity I switched to Touchwiz based MIUI rom (official). That didn't help at all. Then went back to stock. N problem disappeared. This was about two weeks ago. A few days ago updated to CM11 M10, which presented me with "the connection lost while sleep" -problem. Flashed a newer modem.bi

Today I remembered that I should try ART -runtime for kicks. Switched to ART, reboot, "updating android apps" took it's time and phone got very hot. When phone booted to system: no sim ca connection, the problem was back. Wiped Cache and Dalvik cache again. It's seems better now, but I dunno.

It certainly isn't HW problem. It's in the firmwares somewhere. ROMS don't matter, it's the lower level stuff, I guess. Someone with proper coding exp. might be able to help more.

**ha...@gmail.com** <ha...@gmail.com> [#245](#)

UPDATE when I turned my prefered network to 3g and then went into my APN settings and switched my bearer to unspecified I got no anoying simcard messages. I think this is a software p

**ra...@gmail.com** <ra...@gmail.com> [#246](#)

UPDATE TO #243

Seems that the problem has almost vanished after returning to dalvik runtime and clearing caches.

I've no easily explainable solution here, but for me returning to stock from other roms (did it with a Mac through Heimdall, one "partition" at a time. MDM, CACHE etc...), installing CM11 M9 sr

**jn...@gmail.com** <jn...@gmail.com> [#247](#)

Nexus 5 (Rooted - Stock 4.4.4 ROM) over Sprint.  
Baseband: M8974A-2.0.50.1.16  
Kernel: 3.4.0-gd59db4e  
Build: KTU84P

My runtime is set to Dalvik - and has been since I bought the phone. I get the two messages mentioned numerous times in this thread about once or twice per week. Today, I rebooted after re hour later. This marked the first time that I received the message twice in one day after rebooting my phone. Would be interested in learning more about a proper work-around (or even better,

**wi...@gmail.com** <wi...@gmail.com> [#248](#)

Ditto here.

Have tried every solution (ROMs, SIM card reader, return to stock, tape, pressure on the card, etc ...etc)... VERY frustrating. I can't believe Google has the priority marked as "small" given how seems to be able to identify the issue and whether it's hardware or software-related. We need some type guidance or resolution; otherwise, we have way overpriced iPods or paperweights.

Anyone out there an attorney? I can see a class action if not resolved soon. With the exhorbitant prices charged for devices, this is completely unacceptable.

**al...@gmail.com** <al...@gmail.com> [#249](#)

hello,  
I occurred the same issue, I changed the motherboard on my S4. Now is running great.

**ch...@gmail.com** <ch...@gmail.com> [#250](#)

bump... having this issue on my S4 on AT&T as well

**co...@gmail.com** <co...@gmail.com> [#251](#)

Just an update. Replacing the sim worked for me and it's been about two weeks without the error. Has anyone else tried simply replacing the sim?

**l...@gmail.com** <l...@gmail.com> [#252](#)

[Comment deleted]

**ri...@gmail.com** <ri...@gmail.com> [#253](#)



Happening now all the time on my AT&T S4. Note, not sure if it's a coincidence or not, but it did not start happening until soon after the system update I just performed to baseband version 1:

**ri...@gmail.com** <ri...@gmail.com> [#254](#)

Note, I have GPS completely off. Replaced sim card. Wiped cache in recovery mode. Still getting this error quite frequently.. could be 4 times or more a day.. could be once every other day.... : i377) Is the only solution to get another phone? It's odd that this showed up on the same day (or shortly after) the latest update.

**bj...@gmail.com** <bj...@gmail.com> [#255](#)

Please my S4 is practically a piece of junk restarting so many times. GOOGLE come on give answer to this drama.

**ch...@gmail.com** <ch...@gmail.com> [#256](#)

My S4 (GT-I9505) started to give this message a few weeks ago. Switching off Mobile network/Location on or off/Patching sim with tape/System wipe to custom rom/system wipe and flash There is something however that made my device running again without the error and it runs pretty smooth for a week now with all radios on. After flashing chainfire root for android 4.4.2, la I9505XXUGNH8 I also flashed an older version with ODIN of the modem driver (from 4.2.2) which is I9505XXUGNG1. It took me only two attempts to find an older modem version that worked.

**ey...@gmail.com** <ey...@gmail.com> [#257](#)

[Comment deleted]

**l....@gmail.com** <l....@gmail.com> [#258](#)

Flashed modem.bin i950XXUGNG1: issue seems resolved for now...

**ra...@gmail.com** <ra...@gmail.com> [#259](#)

Following the cues above, on my US AT&T SGH-I337 I flashed the 4.2.2 UCUAMDB modem in place of the 4.4.4 UCUAMDL that has shipped with CM11 for months now.

I'll report back after any SIM drop or after a solid week of no problems, whichever is sooner.

Fingers crossed.

**l....@gmail.com** <l....@gmail.com> [#260](#)

So on XXUGNG1 i have had the error again at least 3 times today, seems like this is becoming a very annoying bug..

**ra...@gmail.com** <ra...@gmail.com> [#261](#)

Update: The first day,[3 days ago] did randomly drop the SIM one more time with the 4.2.2 UCUAMDB modem. It has been better behaved since then though, but then again it wasn't always :

Much more testing is necessary,i'll personally hold off on any more CM11 nightly/milestone updates so i can stick with UCUAMDB for a long while and get a better idea of what impact (if any

**vi...@gmail.com** <vi...@gmail.com> [#262](#)

SGH-M919 manufactured 06/09/2013 MDL Bootloader / NH7 baseband running Android 4.4.4 - Seeing the issue as well. Seems to happen more when the phone is in my pocket. Issue happens because the call obviously gets dropped. Problem never seemed to happen until the upgrade to KitKat.

I have replaced the sim a number of times, cleaned the sim slot, replaced sim card holder, tried a shim behind the sim, and currently have tin foil inside the back cover. All useless. Considering bootloading!

**br...@gmail.com** <br...@gmail.com> [#263](#)

Been following this forum for at least a month now, had this problem for at least 2 months. Tried lots of things. Called Google Play support, they suggested to clear the cache at startup - that completely wiped the phone and put Android 4.4 back on it from Google's downloaded image. I was at 4.4.4. But even after all of that I still get the problem. Tried reseating SIM, all combinations of flashing the modem binary file someone suggested. But I think this is a combination of hardware and software both. My GPS has been bad from the time I opened the phone on day one. I used to make a call other than if I'm lucky. After my second call to Google Support they are now just replacing my phone. So having tried it all to no avail, my advice is to call Google Play Harc <https://support.google.com/nexus/answer/3053039?hl=en>

We will see if the new phone has the same problems or not. You could always wait for the Nexus 6 coming out, I hear a different manufacturer is making that phone, so maybe they got it right

**l....@gmail.com** <l....@gmail.com> [#264](#)

It's definitely a RIL and/or baseband bug. I'm testing the Open Europe unreleased/leaked (at least it was in January) modem firmware: I9505XXUFNAD.

I have a unbranded i9505 S4 LTE and am on Cyanogenmod 11 nightly 10-10-2014.

What can trigger the error also is trying to scan a MiFare Classic 4K NFC a lot of times, sometimes triggers it very fast. Will report back in a couple of weeks or when a error occurs.

<http://www.sammobile.com/2014/02/17/exclusive-i9505xxufnad-leaked-android-4-4-2-kitkat-test-firmware-for-galaxy-s4-gt-i9505/>

**vi...@gmail.com** <vi...@gmail.com> [#265](#)

May have found a potential fix - SGH-M919 - I found that I had a mismatch between the OS band settings (Settings > More Networks > Mobile Networks > Network Mode) and the Service Mode screenshots. Going into service mode and selecting option #6 has seemed to cure my issues. It has been almost a week and no errors.

 **deleted**  
0 B ?

 **deleted**  
0 B ?

**ra...@gmail.com** <ra...@gmail.com> [#266](#)

Update2: Still going strong, GPS re-enabled and no other change in my usage patterns. I still would not call this a "fix" since it did have the minor hiccup the other day but it has been much m

So to summarize my findings again:

- SGH-1337 with Dalvik CM11 (4.4.4) + UCUAMD(4.4.4) Modem = almost daily [SIM Removed] errors, regardless of GPS/2G/3G/Wifi/LTE settings sometimes requiring 5+ restarts throughou

- SGH-1337 with Dalvik CM11 (4.4.4) + UCUAMDB(4.2.2) Modem = Maybe 2 errors in over a week, running GPS/Bluetooth/everything.

I don't think the modem/OS downgrade is an option for everyone now that apparently Samsung has decided to burn out certain "e-fuses" to stop people from downgrading.

**le...@gmail.com** <le...@gmail.com> [#267](#)

WTF Google!!!

**ra...@gmail.com** <ra...@gmail.com> [#268](#)

Update 3: Still working great, not a single hiccup. Bluetooth, LTE, GPS and everything turned on.

Could simply be coincidence if there were unresolved carrier issues at play, but seems unlikely with so much variation in hardware, carriers and locations.

**ka...@gmail.com** <ka...@gmail.com> [#269](#)

I tried Reinstall several times, installed CM it still happened. Finally installed stock again and installed the sensitive apps one per day. Weird though it seems working fine now. No Sim drops i

**ra...@gmail.com** <ra...@gmail.com> [#270](#)

Update 4: a total of 3 SIM drops a few days ago (10/24/2014), one in the morning at random, and two more within about 5 minutes of each other in a low signal area. After that everything wa  
a mystery.

**ra...@gmail.com** <ra...@gmail.com> [#271](#)

For the sake of completeness I have to report, today 10/27/2014, as of 2pm there's been five SIM drops since this morning alone, after weeks of working flawlessly correctly.

Nothing has been changed.

**er...@gmail.com** <er...@gmail.com> [#272](#)

Up to 6 or 7 Sim drops on bad days. I use this phone for work and this is a serious problem. Please do something Google!

**da...@gmail.com** <da...@gmail.com> [#273](#)

This has started to happen to me right after the forced software update from AT&T on my Samsung Galaxy S4. I took it to the Samsung Expert at Best Buy who reflashed my phone and then

Google needs to fix the software bug that causes this error!!

**np...@gmail.com** <np...@gmail.com> [#274](#)

This has nothing to do with GPS. I disabled my GPS and still received this message multiple times per day.

**pr...@gmail.com** <pr...@gmail.com> [#275](#)

Iam also facing this issue! This is a major bug and should be fixed immediately,not sure why these guys are taking time..

**kj...@gmail.com** <kj...@gmail.com> [#276](#)

Would like to add myself to the list of people having to reboot my nexus 5 multiple times a day. Phone worked like a champ for months then this happened out of the blue. :(

**sa...@gmail.com** <sa...@gmail.com> [#277](#)

Stock S4 on UK EE. Started getting this a few weeks ago and like a previous poster it appears to happen most when phone is in pocket with poor signal strength.

**kj...@gmail.com** <kj...@gmail.com> [#278](#)

[Comment deleted]

**ge...@gmail.com** <ge...@gmail.com> [#279](#)

I have this same problem fro the last 2 weeks. I am in safe mode so I shall see what happens. Google support wants me to get a new sim card if I see no change in Safe Mode.

**ki...@gmail.com** <ki...@gmail.com> [#280](#)

I'm very disappointed with my new nexus 5 and this issue.

I can workaroud the issue set my mobile network from 3G or 4G to 2G, otherwise, 3G ou 4G the message keeps rising. Already took of the sim card and put it again many times issue contin the answer.

**ki...@gmail.com** <ki...@gmail.com> [#281](#)

Other thing, this issue is set as small priority. Well, it should be high one, since I cannot use my phone properly, either others users. It keeps with this message and also reboot sometimes.

So, google nexus/androiteam, change the priority of this issue, please, otherwise it won't be fixed never.

**ge...@gmail.com** <ge...@gmail.com> [#282](#)

Removed one app that I thought was causing this issue. Today, message is now coming back. I will go to the ATT store and get a new sim. If this does not work I will request a new phone. f

**je...@gmail.com** <je...@gmail.com> [#283](#)

I have read through every post. Wanted to add my 2cents. I actually received a "new" phone (samsung galaxy S4 I1337) from ATT based on warranty because of this problem (they said only a happened again with this "new phone." I even switched the SIM card - same problem. I hope there is some solution out there for all of us soon.

**wh...@gmail.com** <wh...@gmail.com> [#284](#)

I have this issue with my nexus 5 running android 4.4.4. I have web searched and searched without finding a solution. This should be marked urgent, not small. It make a major function unus

**ki...@gmail.com** <ki...@gmail.com> [#285](#)

Today I did a couple of tests using others SIM cards in my cellphone. My SIM card works in others Nexus 5, but another SIM cards does not in mine. Now I'm trying to get a "new" phone. How android since this message and these reboots are very annoying and disappear if you change it to a 2G band. My guess is that is a issue with signal (hardware) and android software.

**ki...@gmail.com** <ki...@gmail.com> [#286](#)

Reading in internet, some guys talked about bad hardware in LG nexus network stack and this issue. Well, one thing we can concluded of that. It's indeed a Hardware + Software issue and m not read anything from Google Android team, neither one single line.

**ra...@gmail.com** <ra...@gmail.com> [#287](#)

I got the Nexus 5 a few weeks ago and started getting the "SIM card added" message at about the same location on my drive to the office. I can hit the back button and everything is fine but see the message is when I'm driving and hit that same location on my drive, otherwise I never see that message. I'm always using gps/navigation as well.

**bu...@googlemail.com** <bu...@googlemail.com> [#288](#)

Not just 4.4.2 issue my partner has galaxy s4 mini(same as me)but she's running 4.2.2 and it's happening more to hers than my 4.4.2 seems it's something Google's done recently..maybe all least their network bloody works....

**ra...@gmail.com** <ra...@gmail.com> [#289](#)

4 SIM drops this morning alone, no change in usage patterns. :-|

Today it does seem to happen within a few seconds of send/recv a text message but that's likely just coincidence.

**mi...@gmail.com** <mi...@gmail.com> [#290](#)

I have this issue and have no clue what is causing it..I already purchased a new sim and it is still happening

**ki...@gmail.com** <ki...@gmail.com> [#291](#)

I had my smartphone changed and now everything is working fine. If you'll can change your , take this tip.

Conclusion: it's a hardware LG issue. But also a bug in the way android deals with the situation.

Luck for you guys!

**me...@thomaskeller.biz** <me...@thomaskeller.biz> [#292](#)

Brand new Nexus 5, Stock Android. Unlocked, Android 5.0 installed, rooted.

Three drops in two days.

I'm now trying the post-it "fix", apparently the \*#2263# code is no longer dial-able in Lollipop and I also cannot find the menu to see the current network mode.

Lets see if it works.

**th...@gmail.com** <th...@gmail.com> [#293](#)

Have the same issue on my Nexus5, think it happened a few times with my old SIM and after i got a new SIM it started to happen really often, now it happens all the time - i restart and a Minu i can not restart hundreds of times a day so i am on wifi only most of the time...

Going to call customer service today.

**el...@gmail.com** <el...@gmail.com> [#294](#)

This has been happening with my phone for the past couple of months. Initially, I disregarded as a temporary issue (remove/reinsert the SIM card and the issue disappeared for a couple of v

I have tried the additional troubleshooting suggested throughout this thread (turn off location services, etc) and the issue persists.

This issue used to be very intermittent, but has increased in frequency in the past couple of weeks. I am on the brink of switching to an iPhone or Windows phone and can assure that if noth for good. This issue occues on Wi-Fi, with or without Location services, after re-seating the SIM...Error has occurred 30+ times already today alone.

**il...@gmail.com** <il...@gmail.com> [#295](#)

I have a Samsung Galaxy S4 (I337) from AT&T. The issue never came up while being on 4.4.2 and prior builds but as soon as I updated to 4.4.4 the issue immediately appeared. GPS not an is

Colleague of mine had the same phone and situation. Prior to the update to 4.4.4 never had the issue.

**h4...@gmail.com** <h4...@gmail.com> [#296](#)

Ill brake my phone with a hammer... am tire of this error

**th...@gmail.com** <th...@gmail.com> [#297](#)

Since my Nexus 5 updated to Android 5.0 I had no more Problems.

**do...@gmail.com** <do...@gmail.com> [#298](#)

Since my Nexus 5 updated to Android 5.0, the problem changed and occurs more often. Change: only rarely (1 / day) the "no sim" error message, but now I have to enter the SIM PIN almost e switch off GPS, deinstall weather apps, replace and clean sim and so on. Nothing helps. Maybe a software issue of android in combination with some apps? Maybe in combination with a cer of this error.

**fr...@gmail.com** <fr...@gmail.com> [#299](#)

To add to the pile:

I'm almost thinking this is a carrier issue, rejecting the phone off the network...anyhoo

Canada - Bell 4g

SGS4 SGH-I1337M - CM11.0 - 4.4.4 - Baseband I337MVLUAMG1 -- Dalvik

Shim - not helpful

New Sim - not helpful, old did not have nfc functionality, new does)

GPS/Battery Save - no effect

Setting to 3g only - no effect

Definitely happens quickly when I have 1-or-0 bars of LTE coverage.

I do have a wireless charging pad with NFC in the back cover - problem comes up several times per day without using charging or nfc...problem also comes up when wireless charging on the I use nfc to set my alarm every day.

Backstory:

Started 3 weeks ago, had 4 bad days, threatened the phone with physical violence and replacement, suddenly problem resolved for 2 weeks with no proper intervention (go figure).

Now its been 3 more bad days and I've tried everything listed. Writing this post as a threat to the phone...more threats = chance it will behave. (yeah right).

**rk...@gmail.com** <rk...@gmail.com> [#300](#)

Saw this in a thread somewhere and it worked for me. Haven't had the annoying pop up in three days. Pull battery while phone is on, take out sim card. Wait at least 90 seconds, then put

**th...@gmail.com** <th...@gmail.com> [#301](#)

Having the same issue for more than 5 days. Network not available and no sim card. Tried everything. Time to get back to Blackberry.

**ra...@gmail.com** <ra...@gmail.com> [#302](#)

So I had this error on my SGS4 2 or 3 Months ago, changed my SIM Card and today?

Reoccured. Samsung doesn't give a single fck on this. Maybe you? Because my S4 is teh only Phone I have... And I pay \$30 /month for nearly nothing if this problem stays on the device?

**ma...@gmail.com** <ma...@gmail.com> [#303](#)

Have the same issue on my Samsung Galaxy Grand 2 DUOS, I changed the SIM but started to happen really often, now it happens all the time - i restart and a Minute later i have the same iss

**me...@thomaskeller.biz** <me...@thomaskeller.biz> [#304](#)

Still having the problem on my Nexus 5 / Lollipop here. Was lucky to snap a complete logcat output at the point when the GSM connection was lost:

```
E/art ( 6504): No implementation found for void com.touchtype_fluency.internal.NotTaggedWithSelector.destroyPeer() (tried Java_com_touchtype_1fluency_internal_NotTaggedWithSelect
Java_com_touchtype_1fluency_internal_NotTaggedWithSelector_destroyPeer__)
E/System ( 6504): Uncaught exception thrown by finalizer
E/System ( 6504): java.lang.UnsatisfiedLinkError: No implementation found for void com.touchtype_fluency.internal.NotTaggedWithSelector.destroyPeer() (tried Java_com_touchtype_1fluen
Java_com_touchtype_1fluency_internal_NotTaggedWithSelector_destroyPeer__)
E/System ( 6504): at com.touchtype_fluency.internal.NotTaggedWithSelector.destroyPeer(Native Method)
E/System ( 6504): at com.touchtype_fluency.internal.NotTaggedWithSelector.finalize(NotTaggedWithSelector.java:51)
E/System ( 6504): at java.lang.Daemons$FinalizerDaemon.doFinalize(Daemons.java:190)
E/System ( 6504): at java.lang.Daemons$FinalizerDaemon.run(Daemons.java:173)
E/System ( 6504): at java.lang.Thread.run(Thread.java:818)
I/ThermalEngine( 193): TM Id 'battery_LCD_monitor' Sensor 'batt_therm' - alarm raised 2 at 343.0 degC
I/ThermalEngine( 193): TM Id 'battery_LCD_monitor' Sensor 'batt_therm' - alarm raised 1 at 343.0 degC
E/ThermalEngine( 193): override action 7500
E/ThermalEngine( 193): Thermal-Server: Thermal received msg override 7500
E/ThermalEngine( 193): override_notify : SS mode 1 override 7500
D/ConnectivityService( 782): notifyType CAP_CHANGED for NetworkAgentInfo [MOBILE (HSPA+) - 106]
D/ConnectivityService( 782): Setting tx/rx TCP buffers to 58254,349525,1048576,58254,349525,1048576
D/CellBroadcastReceiver(22183): onReceive Intent { act=android.intent.action.SERVICE_STATE flg=0x10 cmp=com.android.cellbroadcastreceiver/.CellBroadcastReceiver (has extras) }
D/CellBroadcastReceiver(22183): Intent ACTION_SERVICE_STATE_CHANGED
D/CellBroadcastReceiver(22183): Service state changed! 0 Full: 0 0 home Telekom.de TDG 26201 UMTS UMTS CSS not supported -1 -1 RoamInd=-1 DefRoamInd=-1 EmergOnly=false Curren
D/ConnectivityManager.CallbackHandler( 937): CM callback handler got msg 524294
D/Nat464Xlat( 782): requiresClat: netType=0, connected=true, hasIPv4Address=true
D/ConnectivityService( 782): notifyType IP_CHANGED for NetworkAgentInfo [MOBILE (UMTS) - 106]
D/ConnectivityManager.CallbackHandler( 937): CM callback handler got msg 524295
D/DctController( 1295): [DctController] DataStateReceiver: phonelid= 0
D/DctController( 1295): [DctController] DataStateReceiver: STATE_IN_SERVICE Intent from phonelid=0
D/CellBroadcastConfigService(22183): enabling emergency cell broadcast channels
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] enableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Added cell broadcast subscription for MID range 4352 to 4354 from client com.android.cellbroadcastreceiver
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Calling setCellBroadcastActivation(true)
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] enableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Added cell broadcast subscription for MID range 4356 to 4356 from client com.android.cellbroadcastreceiver
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Calling setCellBroadcastActivation(true)
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] enableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Added cell broadcast subscription for MID range 4371 to 4372 from client com.android.cellbroadcastreceiver
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Calling setCellBroadcastActivation(true)
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] enableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Added cell broadcast subscription for MID range 4373 to 4378 from client com.android.cellbroadcastreceiver
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Calling setCellBroadcastActivation(true)
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] enableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Added cell broadcast subscription for MID range 4379 to 4379 from client com.android.cellbroadcastreceiver
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Calling setCellBroadcastActivation(true)
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] enableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Added cell broadcast subscription for MID range 4370 to 4370 from client com.android.cellbroadcastreceiver
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Calling setCellBroadcastActivation(true)
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] enableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Added cell broadcast subscription for MID range 4383 to 4383 from client com.android.cellbroadcastreceiver
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Calling setCellBroadcastActivation(true)
D/CellBroadcastConfigService(22183): enabling emergency cell broadcast channels
D/CellBroadcastConfigService(22183): disabling cell broadcast channel 50
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] disableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Failed to remove cell broadcast subscription for MID range 50 to 50 from client com.android.cellbroadcastreceiver
D/CellBroadcastConfigService(22183): disabling channels 919-928
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] disableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Failed to remove cell broadcast subscription for MID range 919 to 928 from client com.android.cellbroadcastreceiver
D/CellBroadcastConfigService(22183): disabling cell broadcast ETWS test messages
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] disableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Failed to remove cell broadcast subscription for MID range 4355 to 4355 from client com.android.cellbroadcastreceiver
D/CellBroadcastConfigService(22183): disabling cell broadcast CMAS test messages
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] disableGsmBroadcastRange
D/IccSmsInterfaceManager( 1295): [IccSmsInterfaceManager] Failed to remove cell broadcast subscription for MID range 4380 to 4382 from client com.android.cellbroadcastreceiver
D/ConnectivityService( 782): reportBadNetwork(NetworkAgentInfo [MOBILE (UMTS) - 106]) by 10008
D/NetworkMonitorNetworkAgentInfo [MOBILE (LTE) - null]( 782): ValidatedState{ when=0 what=532488 arg1=10008 target=com.android.internal.util.StateMachine$SmHandler }
D/NetworkMonitorNetworkAgentInfo [MOBILE (LTE) - null]( 782): DefaultState{ when=0 what=532488 arg1=10008 target=com.android.internal.util.StateMachine$SmHandler }
D/NetworkMonitorNetworkAgentInfo [MOBILE (LTE) - null]( 782): Forcing reevaluation
D/NetworkMonitorNetworkAgentInfo [MOBILE (LTE) - null]( 782): EvaluatingState{ when=0 what=532486 arg1=6 target=com.android.internal.util.StateMachine$SmHandler }
D/NetworkMonitorNetworkAgentInfo [MOBILE (LTE) - null]( 782): Checking http://clients3.google.com/generate\_204 on internet.telekom
```

D/ConnectivityService( 782): NetworkAgentInfo [MOBILE (UMTS) - 106] EVENT\_NETWORK\_INFO\_CHANGED, going from CONNECTED to DISCONNECTED  
D/ConnectivityService( 782): NetworkAgentInfo [MOBILE (UMTS) - 106] got DISCONNECTED, was satisfying 2  
D/DcNetworkAgent( 1295): NetworkAgent: NetworkAgent channel lost  
D/DcNetworkAgent( 1295): NetworkAgent: unwanted found mNetworkAgent=null, which isn't me. Aborting unwanted  
D/ConnectivityService( 782): notifyType LOST for NetworkAgentInfo [MOBILE (UMTS) - 106]  
D/NetworkMonitorNetworkAgentInfo [MOBILE (LTE) - null]( 782): Probably not a portal: exception java.net.UnknownHostException: Unable to resolve host "[clients3.google.com](https://clients3.google.com)": No address  
D/Nat464Xlat( 782): requiresClat: netType=0, connected=false, hasIPv4Address=true  
D/CSLegacyTypeTracker( 782): Sending disconnected broadcast for type 0 NetworkAgentInfo [MOBILE (UMTS) - 106] isDefaultNetwork=true  
D/ConnectivityService( 782): sendStickyBroadcast: action=android.net.conn.CONNECTIVITY\_CHANGE\_IMMEDIATE  
D/NetworkMonitorNetworkAgentInfo [MOBILE (LTE) - null]( 782): EvaluatingState{ when=0 what=532487 target=com.android.internal.util.StateMachine\$SmHandler }  
D/NetworkMonitorNetworkAgentInfo [MOBILE (LTE) - null]( 782): DefaultState{ when=0 what=532487 target=com.android.internal.util.StateMachine\$SmHandler }  
D/NetworkMonitorNetworkAgentInfo [MOBILE (LTE) - null]( 782): Disconnected - quitting  
D/ConnectivityManager.CallbackHandler( 937): CM callback handler got msg 524292  
D/ConnectivityService( 782): sendStickyBroadcast: action=android.net.conn.CONNECTIVITY\_CHANGE\_IMMEDIATE  
D/ConnectivityService( 782): Checking for replacement network to handle request NetworkRequest [ id=1, legacyType=-1, [ Capabilities: INTERNET&NOT\_RESTRICTED&TRUSTED&NOT\_VPN]  
D/GpsLocationProvider( 782): received SIM realted action: android.intent.action.SIM\_STATE\_CHANGED  
D/GpsLocationProvider( 782): SIM MCC/MNC is still not available  
D/GpsLocationProvider( 782): received SIM realted action: android.intent.action.ACTION\_SUBINFO\_RECORD\_UPDATED  
I/MmsService( 1295): mReceiver action: android.intent.action.ACTION\_SUBINFO\_RECORD\_UPDATED  
I/MmsService( 1295): MmsConfigManager.loadInBackground(): mcc/mnc: 262/1  
E/MmsService( 1295): MmsConfigManager.load -- empty getActiveSubInfoList  
I/Telephony( 1295): : SUBINFO\_RECORD\_UPDATED : 2.  
I/Telephony( 1295): PstnIncomingCallNotifier: Unregistering: Handler (com.android.internal.telephony.gsm.GSMPhone) {2708d5dd}  
E/PhoneInterfaceManager( 1295): [PhoneIntfMgr] getIccId: ICC ID is null or empty.  
D/GpsLocationProvider( 782): SIM MCC/MNC is still not available  
I/Telephony( 1295): PstnIncomingCallNotifier: Registering: Handler (com.android.internal.telephony.gsm.GSMPhone) {2708d5dd}  
I/rmt\_storage( 172): rmt\_storage\_connect\_cb: clnt\_h=0xd5 conn\_h=0xb6b01090  
I/rmt\_storage( 172): rmt\_storage\_rw\_iovec\_cb: /boot/modem\_fs2: clnt\_h=0x2: req\_h=0xd9 msg\_id=3: R/W request received  
I/rmt\_storage( 172): wakelock acquired: 1, error no: 2  
I/rmt\_storage( 172): rmt\_storage\_client\_thread: /boot/modem\_fs2: clnt\_h=0x2 Unblock worker thread (th\_id: -1229450496)  
I/rmt\_storage( 172): rmt\_storage\_client\_thread: /boot/modem\_fs2: clnt\_h=0x2: req\_h=0xd9 msg\_id=3: Bytes written = 1572864  
I/rmt\_storage( 172): rmt\_storage\_client\_thread: /boot/modem\_fs2: clnt\_h=0x2: req\_h=0xd9 msg\_id=3: Send response: res=0 err=0  
I/rmt\_storage( 172): rmt\_storage\_client\_thread: /boot/modem\_fs2: clnt\_h=0x2 About to block rmt\_storage client thread (th\_id: -1229450496) wakelock released: 1, error no: 0  
I/rmt\_storage( 172):  
I/rmt\_storage( 172): rmt\_storage\_disconnect\_cb: clnt\_h=0x0xd5 conn\_h=0x0xb6b01090  
D/MccTable( 1295): updateMccMncConfiguration mccmnc='null' fromServiceState=true  
D/MccTable( 1295): WIFI\_COUNTRY\_CODE set to  
I/WifiService( 782): WifiService trying to set country code to with persist set to true  
E/WifiStateMachine( 782): Ignoring resetting of country code  
D/CellBroadcastReceiver(22183): onReceive Intent { act=android.intent.action.SERVICE\_STATE flg=0x10 cmp=com.android.cellbroadcastreceiver/.CellBroadcastReceiver (has extras) }  
D/CellBroadcastReceiver(22183): Intent ACTION\_SERVICE\_STATE\_CHANGED  
D/CellBroadcastReceiver(22183): Service state changed! 1 Full: 1 1 home null null null Unknown Unknown CSS not supported -1 -1 RoamInd=-1 DefRoamInd=-1 EmergOnly=true Current state  
D/ConnectivityService( 782): sendStickyBroadcast: action=android.net.conn.CONNECTIVITY\_CHANGE  
D/ConnectivityService( 782): sendStickyBroadcast: action=android.net.conn.CONNECTIVITY\_CHANGE  
D/Tethering( 782): MasterInitialState.processMessage what=3  
I/NetworkMonitor( 4565): type=MOBILE subType= reason=null isConnected=false  
D/Tethering( 782): MasterInitialState.processMessage what=3  
I/NetworkMonitor( 4565): type=MOBILE subType= reason=null isConnected=false  
I/art ( 782): Explicit concurrent mark sweep GC freed 31807(2MB) AllocSpace objects, 3(48KB) LOS objects, 26% free, 44MB/60MB, paused 1.372ms total 92.646ms  
D/GCM ( 3704): GcmService start Intent { act=android.net.conn.CONNECTIVITY\_CHANGE flg=0x4000010 cmp=com.google.android.gms/.gcm.GcmService (has extras) } android.net.conn.  
I/MusicLeanback( 4565): Conditions not met for autocaching.  
I/MusicLeanback( 4565): Stop autocaching.  
I/iu.Environment( 3790): update connectivity state; isNetworkMetered? false\*, isRoaming? false, isBackgroundDataAllowed? false\*  
I/iu.UploadsManager( 3790): num queued entries: 0  
I/iu.UploadsManager( 3790): num updated entries: 0  
I/iu.SyncManager( 3790): NEXT; no task  
I/MusicLeanback( 4565): Conditions not met for autocaching.  
I/MusicLeanback( 4565): Stop autocaching.  
D/GCM ( 3704): GcmService start Intent { act=android.net.conn.CONNECTIVITY\_CHANGE flg=0x4000010 cmp=com.google.android.gms/.gcm.GcmService (has extras) } android.net.conn.  
I/iu.Environment( 3790): update connectivity state; isNetworkMetered? false, isRoaming? false, isBackgroundDataAllowed? false  
W/art ( 9257): No such thread id for suspend: 100  
W/art ( 9257): No such thread id for suspend: 100  
W/art ( 9257): No such thread id for suspend: 100  
D/Event ( 1090): No subscribers registered for event class com.google.android.apps.muzei.event.GainedNetworkConnectivityEvent  
D/Event ( 1090): No subscribers registered for event class de.greenrobot.event.NoSubscriberEvent  
W/art ( 9257): No such thread id for suspend: 100  
D/com.owncloud.android.files.InstantUploadBroadcastReceiver( 3118): Received: android.net.conn.CONNECTIVITY\_CHANGE  
W/art ( 9257): No such thread id for suspend: 100  
W/art ( 9257): No such thread id for suspend: 100  
W/art ( 9257): No such thread id for suspend: 100  
W/art ( 9257): No such thread id for suspend: 100  
W/art ( 9257): No such thread id for suspend: 100  
W/art ( 9257): No such thread id for suspend: 100  
D/DctController( 1295): [DctController] DataStateReceiver: phonelid= 0  
D/DctController( 1295): [DctController] DataStateReceiver: ignore invalid subld=-1  
W/ProcessCpuTracker( 782): Skipping unknown process pid 25847  
W/ProcessCpuTracker( 782): Skipping unknown process pid 25850  
W/ProcessCpuTracker( 782): Skipping unknown process pid 25856  
W/ProcessCpuTracker( 782): Skipping unknown process pid 25859  
I/art ( 782): Explicit concurrent mark sweep GC freed 18161(774KB) AllocSpace objects, 0(0B) LOS objects, 26% free, 45MB/61MB, paused 1.020ms total 77.290ms  
I/ActivityManager( 782): Start proc com.google.android.deskclock for broadcast com.google.android.deskclock/com.android.alarmclock.DigitalAppWidgetProvider: pid=25888 uid=10038 gi  
I/ActivityManager( 782): Killing 21779:ch.bitspin.timely/u0a86 (adj 15): empty #17  
W/libprocessgroup( 782): failed to open /acct/uid\_10086/pid\_21779/cgroup.procs: No such file or directory  
I/EventLogService( 3790): Aggregate from 1417011573155 (log), 1417011301133 (data)  
I/ThermalEngine( 193): TM Id 'SKIN\_THERMAL\_management\_1' Sensor 'xo\_therm\_pu2' - alarm cleared 1 at 38.0 degC  
I/ThermalEngine( 193): ACTION: CPU - Setting CPU[0] to 2265600



I/ThermalEngine( 193): ACTION: CPU - Setting CPU[1] to 2265600  
I/ThermalEngine( 193): ACTION: CPU - Setting CPU[2] to 2265600  
I/ThermalEngine( 193): ACTION: CPU - Setting CPU[3] to 2265600  
I/ThermalEngine( 193): ACTION: LCD - Setting max LCD brightness to 255  
D/ConnectivityService( 782): Failed to find a new network - expiring NetTransition Wakelock  
D/WifiService( 782): acquireWifiLockLocked: WifiLock{NlpWifiLock type=2 binder=android.os.BinderProxy@a4daf2c}  
I/wpa\_supplicant( 894): wlan0: CTRL-EVENT-SCAN-STARTED  
I/MusicLeanback( 4565): Conditions not met for autocaching.  
I/MusicLeanback( 4565): Stop autocaching.  
I/art ( 4565): Explicit concurrent mark sweep GC freed 40345(2MB) AllocSpace objects, 5(96KB) LOS objects, 24% free, 19MB/25MB, paused 294us total 113.585ms  
D/WifiService( 782): releaseWifiLockLocked: WifiLock{NlpWifiLock type=2 binder=android.os.BinderProxy@a4daf2c}  
I/GCoreUlr( 3858): Starting service, intent=Intent { act=com.google.android.location.reporting.ACTION\_LOCATION\_STATUS cmp=com.google.android.gms/com.google.android.location.repor  
extras=Bundle[{status=LocationStatus{cell status: STATUS\_SUCCESSFUL, wifi status: STATUS\_SUCCESSFUL, elapsed realtime ns: 116125916485371}]]  
I/GCoreUlr( 3858): Successfully inserted location  
I/GCoreUlr( 3858): Not calling LocationReporter, hasMoved: false, elapsed millis: 177527, request: Stationary(3600000)  
I/ThermalEngine( 193): TM Id 'battery\_LCD\_monitor' Sensor 'batt\_therm' - alarm cleared 2 at -300.0 degC  
I/ThermalEngine( 193): TM Id 'battery\_LCD\_monitor' Sensor 'batt\_therm' - alarm cleared 1 at -300.0 degC  
E/ThermalEngine( 193): override action 90000  
E/ThermalEngine( 193): Thermal-Server: Thermal received msg override 90000  
E/ThermalEngine( 193): override\_notify : SS mode 1 override 90000  
I/ThermalEngine( 193): TM Id 'battery\_LCD\_monitor' Sensor 'batt\_therm' - alarm raised 1 at 335.0 degC  
E/ThermalEngine( 193): override action 10000  
E/ThermalEngine( 193): Thermal-Server: Thermal received msg override 10000  
E/ThermalEngine( 193): override\_notify : SS mode 1 override 10000  
I/PowerManagerService( 782): Going to sleep due to screen timeout (uid 1000)...  
I/PowerManagerService( 782): Sleeping (uid 1000)...  
D/audio\_hw\_primary( 183): adev\_set\_parameters: enter: screen\_state=off  
E/audio\_a2dp\_hw( 183): adev\_set\_parameters: ERROR: set param called even when stream out is null  
E/native ( 782): do suspend true  
W/llInputConnectionWrapper(13482): getExtractedText on inactive InputConnection  
W/llInputConnectionWrapper(13482): getTextBeforeCursor on inactive InputConnection  
W/llInputConnectionWrapper(13482): getSelectedText on inactive InputConnection  
W/llInputConnectionWrapper(13482): getTextAfterCursor on inactive InputConnection  
E/bm ( 6504): onStartInput event aborted: [com.touchtype.keyboard.c.ag](#): could not obtain extracted text (class [com.touchtype.keyboard.c.ag](#))  
D/SurfaceFlinger( 171): Set power mode=0, type=0 flinger=0xb6962000  
D/qdhwcomposer( 171): hwc\_blank: Blanking display: 0  
I/DisplayManagerService( 782): Display device changed: DisplayDeviceInfo{"Integrierter Bildschirm": 1080 x 1920, 60.0 fps, supportedRefreshRates [60.0], density 480, 442.451 x 443.345 dp  
rotation 0, type BUILT\_IN, state OFF, FLAG\_DEFAULT\_DISPLAY, FLAG\_ROTATES\_WITH\_CONTENT, FLAG\_SECURE, FLAG\_SUPPORTS\_PROTECTED\_BUFFERS}  
V/ActivityManager( 782): Display changed displayId=0  
D/qdhwcomposer( 171): hwc\_blank: Done blanking display: 0  
D/SurfaceControl( 782): Excessive delay in setPowerMode(): 297ms  
D/PhoneStatusBar( 937): disable: < expand ICONS\* alerts SYSTEM\_INFO\* back home recent clock search >  
D/BluetoothAdapter( 937): 381263021: getState() : mService = null. Returning STATE\_OFF  
D/BluetoothAdapter( 937): 381263021: getState() : mService = null. Returning STATE\_OFF  
D/BluetoothAdapter( 937): 381263021: getState() : mService = null. Returning STATE\_OFF  
D/BluetoothAdapter( 937): 381263021: getState() : mService = null. Returning STATE\_OFF  
I/art ( 782): Explicit concurrent mark sweep GC freed 15142(877KB) AllocSpace objects, 1(16KB) LOS objects, 26% free, 44MB/60MB, paused 1.109ms total 65.012ms  
D/PhoneStatusBar( 937): disable: < expand ICONS alerts SYSTEM\_INFO back HOME\* RECENT\* clock SEARCH\* >

**cl...@gmail.com** <cl...@gmail.com> [#305](#)

Also reporting this problem.  
Running a Nexus5 with 4.4.4

It restarts 50 times per day.

Are there ANY plans to fix this?  
This is driving me nuts.

**wi...@gmail.com** <wi...@gmail.com> [#306](#)

Also reporting.  
Running nexus5 android 5.0

Restarting twice a day.

**cl...@gmail.com** <cl...@gmail.com> [#307](#)

Partial Fix Update:  
Last night I updated my rooted Nexus5.  
I am running Cyanogenmod.

The last version I installed was the "Snapshot" from September 11,2014.  
All was good with the phone until 1-2 weeks ago when the "SIM Card inserted" issue started happening.

So last night, I installed the Nightly version of Cyanogenmod (over the air).  
My phone is now running Android 4.4.4 and Cyanogenmod cm-11-20141130-NIGHTLY

After installation of the update, and the phone's own rebooting, all has been good.  
I have been using the phone all day as always, and it has not given the error message.

I suspect that if I reboot the phone, the problem will re-appear.


So tomorrow morning, when there is another Cyanogenmod nightly available, I will reboot the phone.  
If the problem re-appears, I will re-install the nightly.

I will post back if the problem goes away or persists.

It does not seem that the problem has been fixed by a Cyanogenmod nightly.  
I suspect the Google News and Weather app.

I will update with my findings asap.

---

 **cl...@gmail.com** <cl...@gmail.com> [#308](#)

Partial Fix Update:  
After the Cyanogenmod Nightly install, the phone has behaved A LOT better.  
From 50 restarts per day, I experienced only two yesterday (first day of testing).

I jotted them down for troubleshooting help.  
1st Restart at 2:05pm: I used the internet on the phone, and set it down.  
Looking at the display (home icons), it threw the sim card error in about 10 seconds sitting there.

2nd Restart at 4:45pm: I was talking on the phone with the wired headset.  
During the call, I accessed Google Drive and opened up a Google Sheets file.  
The phone then 2-3 seconds later cut the call and threw the sim card error.

I do believe this has something to do with the GPS being called.

Any news from any developer?  
We should pool some money and offer a bounty to whomever fixes this.


---

 **cl...@gmail.com** <cl...@gmail.com> [#309](#)

Latest journal.  
This bug sucks.

dec.2.14 1405 error and reboot doing nothing... Telegram updated  
dec.2.14 1645 error and reboot in the middle of a call  
dec.3.14 0957 error and reboot. Using Facebook Pages Manager app. Had to reboot two times.  
12/03/14 1400 error and reboot. Using MX Player Pro. Had to reboot two times.  
12/03/14 1608 typing in Telegram. error and reboot.  
12/03/14 1611 1608 typing in Telegram. error and reboot two times.  
12/03/14 1636  
12/03/14 1648  
12/04/14 0600,error present  
12/04/14 0710 error and reboot two times  
12/04/15 0725 error and reboot  
12/04/14 0805 error and reboot  
12/04/14 0929 error and reboot  
12/04/14 0935 error and reboot four times

---

 **cl...@gmail.com** <cl...@gmail.com> [#310](#)


I want to update.  
In great part, I feel foolish.  
On the other hand, I want to help out others with this issue.

The issue has been fixed for me since I took out the microSIM card of my Nexus5, and rubbed it HARD with a "Lion" eraser.  
I would reckon any eraser will do.

After the rubbing, I wiped it clean with my pant... and re-inserted it.  
The issue has NOT come back at all - not even once.


It was not software.  
I should buy Google and the developers a Cake.

---

 **gc...@gmail.com** <gc...@gmail.com> [#311](#)


Experiencing the "Sim Card Removed" issue on my Galaxy S4. Started occurring after updating to 4.3. Currently running Android V 4.4.4 and the issue is still occurring. It's completely random  
Have reseated and cleaned the SIM card several times. GPS is almost always on on my phone and bluetooth is on about 50% of the time.

---

 **ch...@allestelle.com** <ch...@allestelle.com> [#312](#)

Happen for me on S4. Reheating fixed for 2 weeks: <http://forum.gsmhosting.com/vbb/f258/samsung-i9505-s4-no-sim-already-change-sim-reader-1780363/index2.html>  
It is a hardware problem. I wonder if the firmware can be changed to automatically restart the sim so we do not have to restart the phone.

---

 **cr...@gmail.com** <cr...@gmail.com> [#313](#)

Interesting comment here: <http://forum.xda-developers.com/showpost.php?p=57555882&postcount=254>

---





**da...@gmail.com** <da...@gmail.com> [#314](#)

Three months ago I have been facing this problem on my Galaxy S4 GT-I9505. I tried everything that I discovered as a possible solution on the internet, nothing worked. My phone is 15 month satisfied. I reported the problem to all my family, friends and students (hundreds of people). I believe that Samsung will lose many customers because of this problem. Never buy their equipr



**ma...@gmail.com** <ma...@gmail.com> [#315](#)

Issue started for me on Bell SGH-I337M after I went from CM11 4.4.3 to 4.4.4... tried full reset, using keis back to completely stock firmware.. tried GPS, shim etc.. I am convinced its softwar fix!



**ch...@gmail.com** <ch...@gmail.com> [#316](#)

I have a Nexus 5 with Android version 5.0.1. I have been having this SIM card issue for 2 months now. I previously had Android version 4.4.3 and the update didn't help. I have been rebooting proposed software fixes, including the GPS fix, make any difference.

I found a solution for my phone though.

I stumbled upon someone who found that it is a hardware issue on par with the classic Nintendo Entertainment System cartridge issue. In this case, the contacts on the SIM card are getting leading to this? I don't know.

Anyway, I removed my SIM card and used a soft pencil eraser on the metal contacts. I lightly rubbed the contacts with the eraser and then I polished them off with a soft cotton cloth. I reinse 3 days.

I hope this leads to a solution for some of you out there. This SIM card issue is a real pain in the ass.



**je...@gmail.com** <je...@gmail.com> [#317](#)

I have this issue too !!!



**ms...@gmail.com** <ms...@gmail.com> [#318](#)

galaxy s4, never rooted, gt-i9505. I made update from 4.3 to 4.4.2 and started having this issue. "SIM card removed. Please reboot." any fix for this ?



**ee...@gmail.com** <ee...@gmail.com> [#319](#)

Getting same issue on Nexus 4 and android 5.01.  
This is a functional Bug. Developers Team should fix this ASAP.



**kh...@gmail.com** <kh...@gmail.com> [#320](#)

This has been happening for weeks to no avail (Nexus 5). I've updated to 4.4.4 (ldk why but its saying my updates are up to date) and its happening every time i go on. It's making me go insai



**bo...@gmail.com** <bo...@gmail.com> [#321](#)

[Comment deleted]



**ih...@gmail.com** <ih...@gmail.com> [#322](#)

If we roll the phone back to 4.0 will this fix the problem?



**bk...@gmail.com** <bk...@gmail.com> [#323](#)

[Comment deleted]



**bk...@gmail.com** <bk...@gmail.com> [#324](#)

Add the Galaxy Note 4 to the list of Sim card issues. This problem is with multiple brands so the issue is with the software, not hardware. Lets go Google lets get it fixed!



**cc...@gmail.com** <cc...@gmail.com> [#325](#)

T-Mobile SGH-M919. Same problem while running stock and then while rooted running latest CM. 1 year and 16 days old!!!! Should have acted on warranty earlier with TMobile. Sent to Sams product. So frustrating. Done with Samsung on principle for a long while.



**br...@seniaserveis.com** <br...@seniaserveis.com> [#326](#)

Galaxy S4, CM11, Android 4.4.4, same problem started about un month ago. "SIM card removed. Please reboot."



**bo...@gmail.com** <bo...@gmail.com> [#327](#)

A link I came across at XDA....

<https://www.change.org/p/samsung-replace-all-galaxy-s4-cell-phones-experiencing-sim-card-removed-errors-regardless-of-warranty-status>

**ge...@gmail.com** <ge...@gmail.com> [#328](#)

[Comment deleted]

**ge...@gmail.com** <ge...@gmail.com> [#329](#)

I had the same problem with n5 on stock android after 5.0 update. None of the tipps helped so i switched to cm11 rom, no errors since 7 days now, before that my phone lost contact about 4 lost wifi connection at university, we use eduroam. Always had to reboot the phone, then it worked untill i got out of the wifi zone again.

**ka...@gmail.com** <ka...@gmail.com> [#330](#)

I have the same problem. This started with happening twice a day or so. However, now I can have the network connection. It drops every few minutes. I tried switching off the GPS nothing ha this error? Currently I am using stock Android 4.4.4 version.

**ro...@gmail.com** <ro...@gmail.com> [#331](#)

Same problem about 2-3x a day!

**oa...@gmail.com** <oa...@gmail.com> [#332](#)

I just started seeing this problem. Nexus 5 Android 4.4.4.

**du...@gmail.com** <du...@gmail.com> [#333](#)

I have a small business that is using Galaxy S4's. All of them are experiencing the same sim card issue. We called AT&T no help. We have been scouring the web for a fix. None yet. Anyone h

**bo...@gmail.com** <bo...@gmail.com> [#334](#)

A Samsung tech confirmed its the motherboard that's the issue with my S4.

S4 owners having this issue...sign the petition...it's worth a shot.

<https://www.change.org/p/samsung-replace-all-galaxy-s4-cell-phones-experiencing-sim-card-removed-errors-regardless-of-warranty-status>

**su...@gmail.com** <su...@gmail.com> [#335](#)

Issue existed after a low height drop impacting the bottom of the phone. First thought it was a baseband and version difference issue.. so unrooted and reverted to stock.. same issue occure give a little more (not too much) pressure on the sim & memory card connector to the MB. Issue didn't happen till now (>36 hours). Will silently sell the phone the same way to some doucheb about the number of times you pushed the sim and sd card to remove and reinsert. Or your best bet is to try replacing the slots..

All the best.. will modify this post if the issue happens again.

**[Deleted User]** <[Deleted User]> [#336](#)

my [timothyfrench@gmail.com](mailto:timothyfrench@gmail.com) mail is freezing up on My new 4G LTE T-Mobile device. This is suposted to be top of the line an LG 3G Brand spanking new & will not even be paid off for anoth \*\*\*\*\* is wrong with this stuff now??? Is it the new Government Trojan Horse Take over of the web & internet ??????

**de...@gmail.com** <de...@gmail.com> [#337](#)

This sucks :( It's been happening to me since I sent the nexus 5 to the repair service for a screen replacement, so its definitely a hw issue

**en...@google.com** <en...@google.com>

Status: Won't Fix (Obsolete)