[SH25] Q1: Rattling when iPhone shaken / There is something/sim loose in my phone / shaky

This is a case of how modern phones have a camera with optical image stabilisation to allow the camera to maintain stability while the user is on the move (i.e: running). Issue is normal and does not require a CG. https://www.samsung.com/fr/support/mobile-devices/j-entends-un-petit-bruit-a-l-interieur-de-mon-smartphone-galaxy-lorsque-je-le-secoue/

**A1**: Dear Backcare, Kindly inform the customer not to worry. What the customer is experiencing is normal as modern phones have a camera with optical image stabilisation to allow the camera to maintain stability while the user is on the move (i.e: running). You can read about it in this provided weblink. https://www.coolblue.be/fr/conseils/a-quoi-sert-la-stabilisation-image-optique-sur-mon-smartphone.html