



## “CRICKET EZ” CELL PHONES RECALLED; AUDIO PROBLEM INTERFERES WITH EMERGENCY 911 CALLS

Alert #08-572

The following product safety recall was voluntarily conducted by the firm in cooperation with the CPSC. Consumers should stop using the product immediately unless otherwise instructed.

Name of Product: “Cricket EZ” Cellular Phones

Units: About 285,000

Distributor: Cricket Communications, of San Diego, Calif. (subsidiary of Leap Wireless International Inc.)

Hazard: A software problem with the cell phones causes audio problems with 911 calls. When a call is connected to 911, the operator may not hear the caller or the caller may not hear the 911 operator.

Incidents/Injuries: Cricket has received two reports of the audio not working properly when a consumer placed a call to 911. No injuries were reported.

Description: This recall involves the “Cricket EZ” cellular phone. The cell phones are small, black and silver bar-style. “Cricket” is printed on top of the phone above the display panel. Model number “CRKJ88BKIT” is located on a label inside the battery compartment behind the battery. Units that have a model number that ends with a “B” (“CRKJ88BKITB”), units that have a green dot on the inside label, and units that were sold after March 2008 are not included in this recall.

Sold by: Cricket stores and independent dealers nationwide from February 2008 through March 2008 for about \$90.

Manufactured in: China

Remedy: Consumers should immediately return their phone to Cricket for a free software repair. Cricket is directly contacting consumers who purchased these cell phones to alert them to the recall.

Consumer Contact: For additional information, contact Cricket toll-free at (866) 441-1577 between 6 a.m. and 10:30 p.m. MT Monday through Saturday, and between 7 a.m. and 10:30 a.m. MT on Sunday, or visit the firm’s Web site at [www.mycricket.com](http://www.mycricket.com)

To view this recall on the CPSC website, including a picture of the product, please go to the following website address:

<http://www.cpsc.gov/cpsc/pub/prerel/prhtml08/08572.html>



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