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Vodafone recalls faulty Nokia 6110s

Navigator phones freeze when maps load

by Amy-Mae Elliott published on 18 February 2008

Around 3000 Nokia 6110 Navigators could be faulty and owners are being urged to return the handsets.

The problem occurs on the black version of the 6110 and is a software error, which makes the navigation application freeze when the UK and Ireland map is loaded.

The fault occurs on a batch of handsets being distributed by Vodafone.

Reports suggest that both Nokia and Vodafone have already received hundreds of complaints from angry customers and are in the process of replacing the handsets.

Nokia has organised a Freepost service for customers affected by the fault.

A Nokia spokesperson said: "We are aware of an issue with a small number of handsets that have been shipped to customers and we are working with Vodafone to rectify the situation".

"We have also advised Nokia Care Centres and are currently putting in place a Freepost service whereby any affected customers can send the handset and memory card to the service hub and corrections can be made quickly and efficiently."

Vodafone has said affected handsets are being removed from stock and the software issue will be addressed in new stock.

