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Thread: [Samsung A32 Verizon rejects IMEI](#)

WildWizzy - June 2, 2022, 4:37 am

Friends,

In January 2022 my wife damaged her Samsung A32 that was working on the Verizon network. We purchased a new phone and activated it with her phone number. I repaired the old Samsung A32 (replaced the touch screen) and tried to activate it using my phone number on the Verizon network. The IMEI number was no longer in their system. Despite repeated attempts the phone cannot be activated. Here is part of a letter Verizon sent that explains the problem.

"While I do know the device was activated on the other line on your account previously, I can say that some devices may appear function on our network but can have limitations, restrictions, or not operate properly when they were not specifically built for the Verizon network. When the device was then removed from that line when another device was activated, our system updated its compatibility, hindering it from being able to be activated again on another Verizon account and/or line. I am sure this was not the result you were hoping to hear, however, I would like to recommend that you work back with Samsung to see if there is anything they can do or recommend in regards to this device. Perhaps they would be willing to allow you to trade it in to them and purchase a similar model that is approved for Verizon, and have the value of the trade go towards that new model. This is just a recommendation, but it would not hurt to try."

The phone was purchased unlocked from Samsung. I have done this several times and have had no problems until now. Here is the question, why is the IMEI number not working now when it was working in January 2022? I replaced the touch screen only. What happened?

Phone particulars; Samsung Galaxy A32, Model SM-A32SM/DS

Any help is appreciated. I hate to throw the phone away but I have run into a dead end with it. Any suggestions?

Peace, Bill

VNT - June 28, 2022, 1:39 pm

Could the verizon employe could have blacklisted the imei by mistake ? other than this all i could think about is imei swappers used your's randomly .

