Troubleshooting SOP: How to Fix Federal Communications Commission (FCC) Yanks

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> ℹ️ **Who is this for?** This is for all individuals and sellers that will receive the FCC Yanked listings and wanted to learn more about the FCC Yank reinstatement procedure.

> ✅ **Objective:** This Standard Operating Procedure (SOP) will help you understand and fix FCC-related issues within RF devices or products mistaken as RF devices.

SUMMARY:

FCC regulates all devices that emit radio frequencies (RF). These devices have the potential to interfere with authorized radio communications and must be authorized under the appropriate FCC procedure. So far, this policy only applies to the **United States (US)**.

Examples of devices that require FCC authorization include, but are not limited to:

- Wi-Fi devices
- Bluetooth devices
- Mobile phones
- Electronic tablets and other devices with cellular connectivity
- Two-way radios and walkie talkies
- Automatic identification system (AIS) devices
- Broadcast transmitters
- Signal boosters

For more information, please visit the Radio Frequency Devices article.

Yank Reason Message:

- *This product has been identified as a radio frequency (RF) device product that does not have an FCC ID entry in the fcc_radio_frequency_emission_compliance attribute.*

How to Fix?

- **Devices that Emit RF**
- **Has FCC ID**
  Go to Inventory > Manage Inventory > Look for the Yank ASIN > Edit > Compliance > Update**Radio Frequency Emission & Authorization Status** to *has_fcc_id* > Key in the FCC ID under **FCC ID.**

- **Has no FCC ID**
  Ask the seller to enroll the device to FCC to get an ID.

Radio Frequency Emission & (?) Authorization Status	has_fcc_id
	has_fcc_id ⌄
SDoC Contact Email Address (?)	
DOC Contact US Phone Number (?)	
SDoC Contact Name (?)	
FCC ID (?)	

Did listing remain Yanked?

Follow the following steps:

1. Take a screenshot of the FCC compliance just like what's shown above.
2. Go to Help > Get Support > Selling on Amazon > Or, browse for your issue in the menu > Products, Listings, or Inventory > Inventory file upload issue

Short description: US - Restricted Products - Appeal - ASIN: B0xx

Greetings Amazon,

We're sorry that you yanked ASIN B0xx because you identified it as a radio frequency (RF) device product that does not have an FCC ID.

We updated the FCC ID under product compliance (see attached).

Please reinstate the listing. Send this to the internal team for further review and reinstatement.

Devices/Products that don't Emit RF
- Go to Inventory > Manage Inventory > Look for the Yank ASIN > Edit > Compliance > Update**Radio Frequency Emission & Authorization Status** to *not_capable_emitting_rf_energy*

Did the listing remain Yanked?

Follow the following steps:

1. Take a screenshot of the FCC compliance just like what's shown above.
2. Go to Help > Get Support > Selling on Amazon > Or, browse for your issue in the menu > Products, Listings, or Inventory > Inventory file upload issue

Short description: US - Restricted Products - Appeal - ASIN: B0xx

Greetings Amazon,

We're sorry that you yanked ASIN B0xx because you identified it as a radio frequency (RF) device product that does not have an FCC ID.

We want to dispute that this product is not an RF device. We updated Radio Frequency Emission & Authorization Status to not_capable_emitting_rf_energy under the product's compliance (see attached).

Please reinstate the listing. Send this to the internal team for further review and reinstatement.

Get the Case ID to follow up with it until it gets reinstated.

If the Listing Still Remained Yanked.
- Download a category listing report (CLR) and removed all RF claims from the product description (Title, description, and bullet points), and search terms/keywords. Upload the updated CLR. **Remember:** Take note of all the removed RF claims and get the feed file batch ID for proof that you took action.
- Get the product manual/instructions images and/or product packaging images. This is to show that the product does not emit RF.
- Go to the same case ID and respond to the following:

Greetings Amazon,

We're sorry that you retained the violation/restriction on ASIN B0xx.

We have removed all radio frequency (RF) claims from the product description (batch ID: [insert batch ID])

[Enumerate the RF claims you removed and where you've removed them]

Please see the attached instructions and product packaging images that will further prove that this product does NOT emit RF.

Please send this to the internal team for further review and reinstatement.