

Date: 2015-01-29

B2X Service Repair Information:	Swollen batteries on Nexus 6
Info ID:	SRI-EMEA-2015-03_Rev4
Countries:	EMEA
Carrier:	-
Repair Level:	L1 swollen battery Swap action - L2 Rework Action
Affected Models:	XT1100

Introduction

This is an addendum for Motorola official Service Bulletin “UKRAEFSB2015-7Rev.2.1”. Please disregard previous versions.

Problem

The root cause for lifted battery cover and expansion of the battery has been identified and appropriate repair actions have been introduced. Motorola has confirmed that this is material related and not due to how people use their phones, and does not pose a safety concern. The problem may be seen with a very slight lift of the rear inlay cover.



Service Action

1. NEXUS 6 devices returned for swollen battery issue shall be swapped out and the defective device shall be quarantined for possible parts harvesting, RTV process or final scrap.
IMPORTANT: All swollen battery cases must be replaced with reworked devices. Make sure not to use any unscreened/unmodified stock.
2. NEXUS 6 devices returned for any other issue (including NFF) and with a month of ship prior to January 21st 2015 units shall be repaired accordingly and additionally inspected for Factory Rework Marking.

All SWAP stock, e-commerce, DOA's, devices that require Service and are prior to the 21st of January 2015 need to be reworked.


Until replacement reworked swap devices or the rework parts arrive, the MASC has to use current swap stock.

1. When the new swap stock arrives, MASC should use this on ALL repairs until the rework parts arrived.
2. When the rework parts arrive, the MASC must modify all affected repairs and rework any old swap devices.
3. All swollen batteries MUST be swapped.

Screening Action:

Below is how you can identify the ship date of device:

Please use the "On-line Warranty" function in Service Link to distinguish when a device was shipped.



Warranty Inquiry Summary

nation does not guarantee payment of the claim.

ial Number	Input Serial Number	MSN	Customer Serial Number	Stored Serial Number	Warranty Flag	Serial Number Return Status	Warranty Expiration Date	Current Standard Warranty Expiry Date	Current Extension Warranty Expiry Date	Marketing Model
	355470060543846	Q76AXY2QZG		Q76AXY2QZG	STD	In Warranty	15-DEC-15	15-DEC-15	5-DEC-15	
	355470060450745	Q76AXY2C4X		Q76AXY2C4X	STD	In Warranty	03-DEC-16	03-DEC-15	03-DEC-16	

[Return to Inquiry Screen](#)

Use the "Current Standard Warranty Expiry Date" and subtract 12 months to identify the ship date.

Example: In the top IMEI, the standard warranty ends on the 15th of December 2015. Subtracting 12 months, this will indicate that the device has shipped on the 15th of December 2014. This device is before the 21st of January 2015 and will fall under the rework action.

Part Required:

These are the mandatory parts used for the swollen battery issue.

11017572001	TAPE,KAPTON,TOUCH FLEX
SNN5953A	ASSEMBLY,BATTTERY,EZ30,LI POLYMER,LG CHEM, MIN 3025 MAH
01018057002	HOUSING,REAR,INLAY,RESIN,DECORATED,RASPBERRY (light grey version)
01018057001	ASSEMBLY,HOUSING,REAR INLAY,RESIN,CHALK (dark gray version)

Make sure to have suitable stock available.

Rework Action:

As described in the FSB “UKRAEFSB2015-7Rev.2”, following actions shall be carried out:

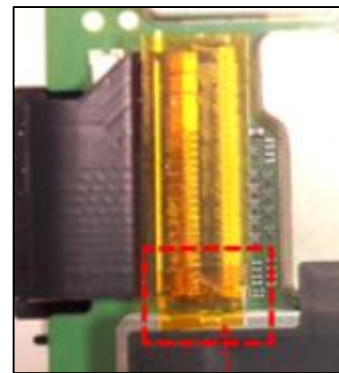
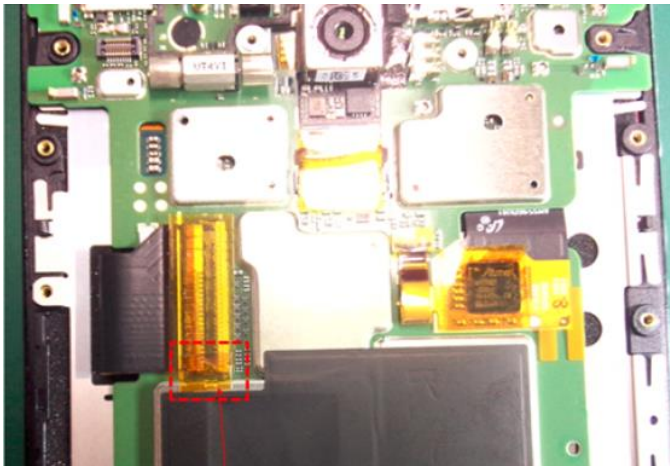
1. Following the Service Manual document, carefully disassemble the device.
2. After removing the Rear Cover Inlay (p/n: 0101805700x) inspect the device for Factory Rework Marking as shown below. If the device already has a factory marking, following steps do not apply.



If the device does not have a blue dot marking, continue the action as follows

3. Remove the existing EZ30 Battery Assembly (p/n: SNN5953A) and quarantine. Additional testing is required to determine if the removed batteries can be recovered and reused.

4. Place Kapton Tape (p/n: 11017572001) over the notch of APQ Shield (p/n: 26016344001) on PCBA.



5. Place a new EZ30 Battery Assembly (p/n: SNN5953A)
6. Mark reworked device, using a soft tipped Permanent Marker (do NOT use ball-point pen or other hard tipped marker). This is to identify if such devices come back through service channel again.



7. Following the Service Manual document, complete reassembly using new Rear Cover Inlay (p/n: 0101805700x) as this part cannot be reused.
8. Per normal service procedures, completely retest to ensure proper repair.

CUSTOMER SERVICE Q&A

DO NOT confirm that this is a "known hardware issue." DO confirm that this situation is covered under warranty.

Q: Has this affected a lot of customers?

A: I don't have that information. However, this situation is covered under warranty.

Q: Have you personally had other cases like this?

A: I can't discuss other cases or customer calls. However, this situation is covered under warranty.

Q: Is there a safety concern?

A: The issue does not pose a safety concern.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code	C0018 Housing
Problem Found Code	P0048 Internal Battery Fail
Repair Code	R0013 REPL LVL 2 Part CSB
Repair Code to use for XCVR Swap Case:	R0037 - REPL Phone - ENG/OPS REQ

Note:

Only apply the designated Service Entry Codes, listed in this bulletin, if the unit fails a test or has a customer complaint that matches the issue described in the bulletin

If the unit fails a test or has a customer complaint that does not match the issue described in the bulletin, the Service Entry Codes used should accurately reflect the true problem found

If the unit passes all tests and inspections and does not have a related customer complaint, the Service Entry Code used should be NFF

With kind regards

B2X Service support team

