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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2014-89
Author	Anthony Bryan
Date	08/11/2014
Subject	Camera Flash LED
Model Affected	Moto G (XT937C, XT939G, XT1028, XT1031, XT1032, XT1033) and Moto G 4G (XT1039, XT1040, XT1042, XT1045)
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return issue on the Moto G and Moto G 4G products related Camera Flash performance. It was identified that some of the Flash LED's received by a particular supplier were not meeting Motorola standards for white balance. Affected devices may not achieve the same level of quality when capturing photos in low light conditions where the Flash LED is triggered. Photos captured in low light condition with the the affected Flash LED's may appear dark, washed out, or have a bluish tint. See the Example Photos shown below in Figure 1.

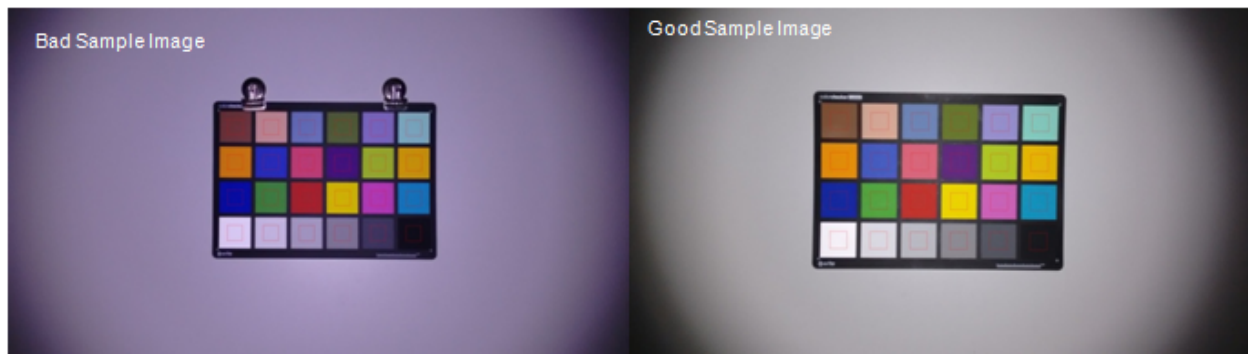


Figure 1 - Example Photos

Solution:

The affected Flash LED supplier (part image shown below) has implemented corrective actions into their process and are currently shipping only material that fully meets Motorola standards as of August 7th, 2014. Supplier will screen on-hand material built prior to August 7th, 2014 and apply a "Flash OK" marking to screened good material.

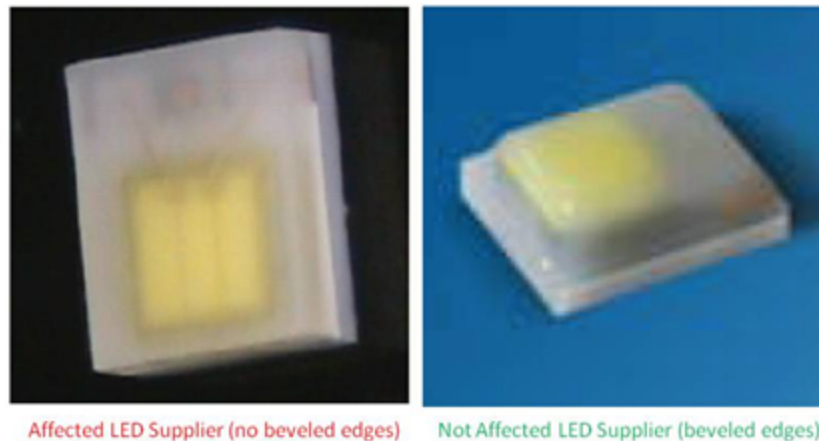


Figure 2 - Flash LED Suppliers

Field Service Action:

When servicing Moto G and Moto G 4G customer returns with a customer complaint related specifically to poor quality when capturing photos in low light conditions where the Flash LED is triggered, then:

1. Regardless of whether or not complaint can be confirmed through functional testing, replace the Rear Housing Assembly (Service P/N: 010176880xx).
2. Following normal service procedures, completely reassemble and retest the device to ensure proper repair.

Service Inventory:

Rear Housing Assembly (Service P/N: 010176880xx) material received after July 17, 2014 and prior to August 25th, 2014 is suspect for this issue and should be screened prior to use. Please see detailed images below which show how screened material will be marked.

- Determine if Rear Housing Assembly (Service P/N: 010176880xx) material has been screened by the supplier



Marked "M-flex 新料+ Mflex date code" on trays and outside of box.



RH assy date code: the first batch for new Mflex material
08/14/14B (MM/DD/YY Shift)

Figure 3 - Affected Supplier Screen "M-FLEX 新料" Marking (image to be added)

Any Rear Housing Assembly (Service P/N: 010176880xx) material found to be affected should be returned to the supplier.

Call Center Action:

When responding to Moto G and Moto G 4G users reporting poor quality when capturing photos in low light conditions where the Flash LED is triggered, then:

1. Follow normal troubleshooting steps to confirm problem may be related to issue described in this bulletin.
2. Instruct the user to return their device to Motorola for repair, per this bulletin.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code:

C0004 - Camera Problem

Problem Found Code:

P0007 - Camera

REF Designator Code:

RD047 - LED

Repair Code:

R0013 - REPL LVL 2 Part CSB

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