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STANDARD FIELD SERVICE BULLETIN

FSB Number	BJRAEFSB2014-118
Author	Bill Li
Date	11/25/2014
Subject	Moto G (2nd Generation) - Moto G 2nd generation Touch Panel glue exposure and lift
Model Affected	XT1068, XT1069
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return complaint on the Moto G (2nd Generation) product. Some users reported issues with their device's touch panel, such as:

- Touch Panel Gap
- Touch Panel Glue Overflow
- Touch Panel Lift
- Touch Panel Glue Exposure



Engineering analysis root caused this issue to a manufacturing process issue when assembled the touch panel.

Solution:

The factory has implemented process improvements to resolve these issues as of September 3, 2014

Field Service Action:

When servicing Moto G (2nd Generation) customer returns related to below confirmed Touch Panel complaints such as:

- Touch Panel Gap
 - Touch Panel Glue Overflow
 - Touch Panel Lift
 - Touch Panel Glue Exposure
1. Following Service Manual, carefully disassemble the phone .
 2. Replace touch panel chassis assembly with good known part. Part number: 20DBU0W0005 -- CHASSIS ASSEMBLY, TOP COVER, BLACK Part number: 20DBU0W0006 -- CHASSIS ASSEMBLY, TOP COVER, WHITE
 3. Per Service Manual, reassemble the phone.
 4. Completely retest the device per standard Service procedure to ensure proper operation

Service Inventory:

Running Change - Deplete Existing Inventory

Call Center Action:

When responding to customer inquiries on the Moto G (2nd Generation) product with Touch Panel related complaints as mentioned above in Problem section, then:

1. Follow normal troubleshooting steps to resolve the customer's issue.
1. If issue cannot be resolved with normal troubleshooting steps, then instruct them to return the device to Motorola Service, per this bulletin.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0029 - Touchscreen

Problem Found Code: P0034 - Touch Screen

REF Designator Code: RD030 - FRONT

Repair Code: R0012 - REPL LVL 2 Part

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