



Motorola Mobility LLC
222 West Merchandise Mart Plaza
Suite 1800
Chicago, IL 60654, USA

Website: <https://motorola-global-portal.custhelp.com/app/mymotorola/portal>

STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-24
Author	Rajesh Verma
Date	05/18/2015
Subject	SIM No Detect, SD Card No Detect / No Operation, Front Camera Flash No Function, Vibrator No Function
Model Affected	XT1063, XT1064, XT1068, XT1069, XT1072, XT1077, XT1078, XT1079
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return issue on the Moto G (2nd Generation) 3G/LTE product related to below customer complaints.

- SIM No Detect
- SD Card No Detect / No Operation/Unable to Read
- Camera Flash No Function
- Vibrator No Function

Engineering analysis identified this issue was related to a Daughter board assembly FPC (flex panel connector) disconnecting after drop test. This issue was identified on part number MEDBU14001C.

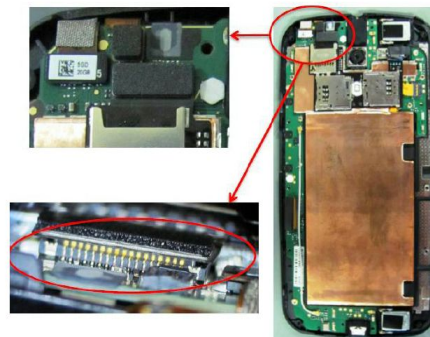


Photo 1

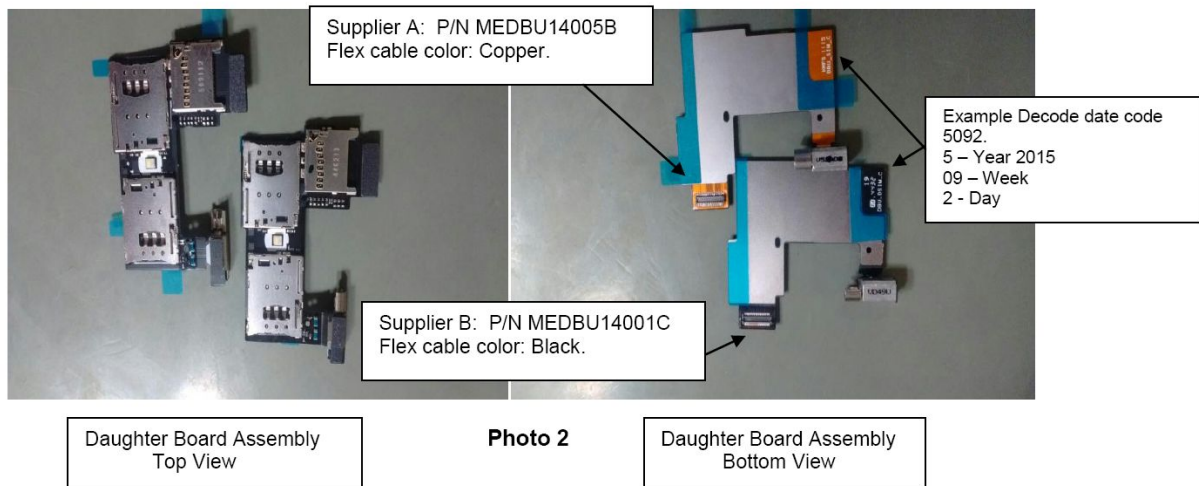
Solution:

Short Term:

- Use only supplier A part number MEDBU14005B (Flex cable color is copper).
- If supplier A parts are not in stock then use supplier B part number MEDBU14001C till supplier A part number MEDBU14005B are available (supplier A parts availability end of June, 2015)

Long Term: This bulletin will be revised to use Supplier B part number MEDBU14001C after corrective actions and date codes are available.

Note: See below photo 2 to identify supplier A and Supplier B parts and date code from supplier B parts.



Field Service Action:

Perform the following service procedure on Moto G (2nd Generation) 3G/LTE customer returns for customer complaints such as:

- SIM No Detect
 - SD Card No Detect / No Operation/Unable to Read
 - Camera Flash No Function
 - Vibrator No Function
1. With approved Motorola service tools, verify functionality of the SIM, SD card, Camera flash and Vibrator on all units before disassembly. if any of the above complaint is confirmed then:
 2. Per Service Manual, carefully disassemble the device to gain access to the Daughter board assembly as shown in above photo 1.
 3. After disassembly, swap the Daughter board assembly with a known good part (see above part number info under short term "Solution" section).
 4. Per Service Manual, carefully reassemble the device.
 5. Retest the device per standard Service procedure to ensure proper operation.
 6. If the issue still persists, then this bulletin does not apply. Proceed to troubleshoot per standard service policies.

Service Inventory:

Supplier A (Part Number MEDBU14005B) are good to use and going forward order only Supplier A parts.

When Part Number MEDBU14005B are available, Quarantine current inventory of Supplier B part number MEDBU14001C. This bulletin will be revised for Supplier Part B usage, after corrective actions and date codes are available.

Call Center Action:

When responding to customer inquiries on the Moto G (2nd Generation) 3G/LTE product with complaints listed above in "Problem" section, then:

1. Follow normal troubleshooting steps to resolve the customer's issue.
2. 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:

- C0001 - Does Not Vibrate
- C0004 - Camera Problem
- C0010 - Connector / Port
- C0025 - SIM Card Problem

Problem Found Code: P0039 - SIM/UMTS/SD Operation

REF Designator Code: RD025 - FLEX

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