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STANDARD FIELD SERVICE BULLETIN

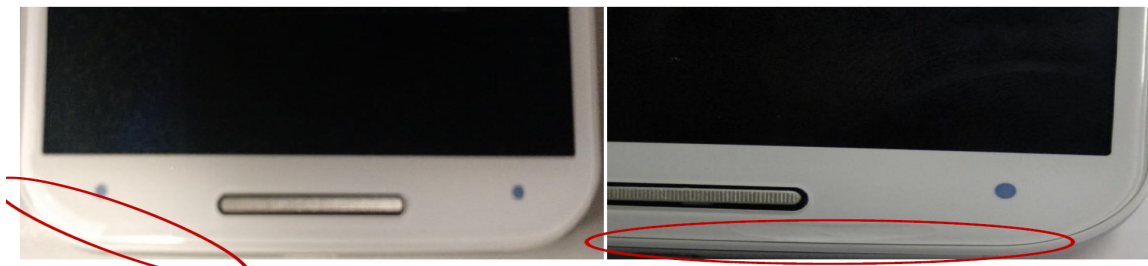
FSB Number	CHRAEFSB2014-110
Author	Rajesh Verma
Date	11/03/2014
Subject	Moto X (2nd Generation) - Paint Peeling / Bubbles/ Ink Delamination
Model Affected	XT1092, XT1093, XT1094, XT1095, XT1096, XT1097
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential issue identified on Moto X (2nd Generation) where customer may complaint related to the front white color endos such as;

- Paint Peeling Off From the Front Cover
- Bubbles On The Front Cover
- Ink Delamination On The Front Cover

Engineering analysis root cause this issue to a supplier process issue related to ink delamination. See below photos as an examples of paint peeling off /bubbles/Ink delamination.



Solution:

Motorola is working with supplier to resolve this ink delamination issue. This FSB will be revised after corrective active details are available. In the meantime, customer returns units related to this complaint should be covered under warranty.

Field Service Action:

When servicing any Moto X (2nd Generation) customer returns related to White color front endos with customer complaints such as,

- Paint Peeling Off From the Front Cover
- Bubbles On The Front Cover
- Ink Delamination On The Front Cover

Note: Only white color endos are affected by this issue.

1. Inspect front endo (front chassis assembly) for above listed complaints, if confirmed then:
2. Per Service Manual, carefully disassemble the device to gain access to the front endo
3. Replace the front endo (front chassis assembly) with a good known new part
4. Per Service Manual, carefully reassemble the device.
5. Completely retest the device per standard Service procedure to ensure proper operation.

Service Inventory:

Stock White endo assembly p/n # 01017751003
(ASSEMBLY,HOUSING,FRONT,LENS,WHITE,NCOC,X+1)

Call Center Action:

When responding to customer inquiries on Moto X (2nd generation) with complaints listed above in “Problem” section, instruct the user to return their device to a Motorola Service Center for repair

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0018 - Housing

Problem Found Code: P0016 - Housing

REF Designator Code: RD030 - FRONT

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