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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2014-111
Author	Rajesh Verma
Date	11/03/2014
Subject	Moto X (2nd Generation) - Wood / Leather Inlay Lifted
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 complain that any Wood or Leather inlay (rear cover) color is lifted at the corners or on the sides. See below Figures 1.



Figure 1

Engineering analysis root caused this issue to a below supplier and manufacturing process issues.

- Adhesive not fully wetted in the corners (see below Figure 2).
- Wood inlay warped and flatness was out of spec (see below Figure 3).
- Wood inlay curvature does not match Endo.
- Endo pocket depth not deep enough.
- Contamination around Endo perimeter.



Figure 2
Adhesive not wetted



Figure 3
Warped Wooden Inlay

Solution:

Starting Oct 22, 2014, below corrective actions have been implemented.

- Rolling Press and Corner press has been implemented to improve wetting.
- All Wood inlay parts inventories at supplier and manufacturing locations have been 100% inspected for warped parts per specification.
- All suspected Endos suspected for pocket not deep enough have been quarantined.
- Cleaning process has been added prior to inlay assembly.

Field Service Action:

When servicing any Moto X (2nd Generation) customer returns related to any Wood or Leather inlay lifted at the corners or on the sides complaints then,

1. Inspect Wood/Leather inlay for any lift at the corners and on the sides, if confirmed then,
2. Measure the Wood/leather inlay lift per spec specified in the service manual. If lift is excessive/out of spec then;
3. Per Service Manual, disassemble the inlay.
4. Inspect new Wood inlay part for flatness as shown in Figure 5 below.
5. Replace the inlay with a good known new part.

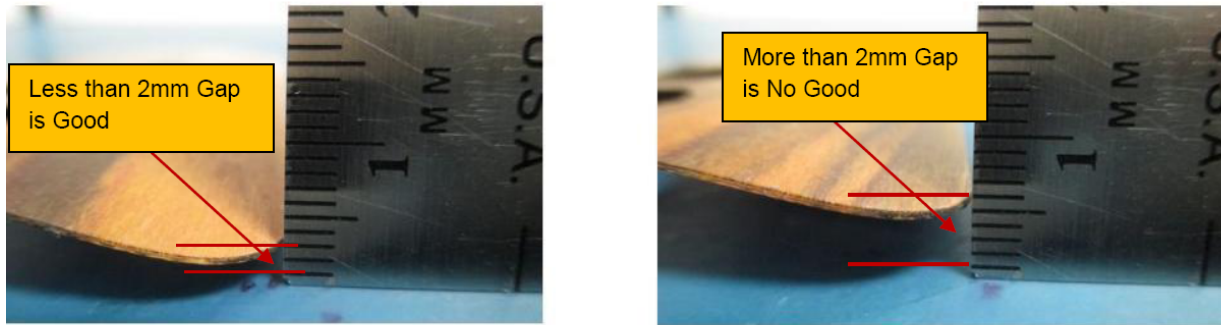


Figure: 5

Note 1: Use fixture p/n 4-00-V8-10000 to make sure adhesive get adhere in the corners/sides properly.

6. Inspect the phone to make sure inlay is not lifted on the corners or on the sides.
7. If inlay is lifted then per Service Manual, disassemble the phone.
8. Replace the Endo with a good known new part.

Note 2: There are 2 Endo part suppliers:

- a) Supplier A, good parts have “smaller circle” and part number marked (see Figure 4).
- b) Supplier B, good parts have “bigger circle” and “3 dots” marked.

9. Per Service Manual, reassemble the phone.
10. Inspect the phone to make sure inlay is not lifted on the corners or on the sides.
11. Completely retest the device per standard Service procedure to ensure proper operation

Service Inventory:

- Stock Endo p/n # 010179390XX & 0101182620XX (ASSEMBLY,SUB,INNER REAR HOUSING).
 - **Note 4:** Screen existing inventory of Endos p/n # 010179390XX & 0101182620XX as shown below in Figure 4.
 - Supplier A, parts have “smaller circles” and “p/n marked” (see below Figure 4) - All parts are good from this supplier and no screening is require.
 - Supplier B, parts have “bigger circles” and “3 Dots marked” (see below Figure 4). If no “3 Dots marked then parts are not good to use.
- Stock Wood Inlay p/n 0101796900X
 - **Note 5:** Existing inventory of Wood Inlay p/n 0101796900X should be screened for warp and out of spec flatness. See Figure 3 above.

- Stock Press fixture p/n 4-00-V8-10000

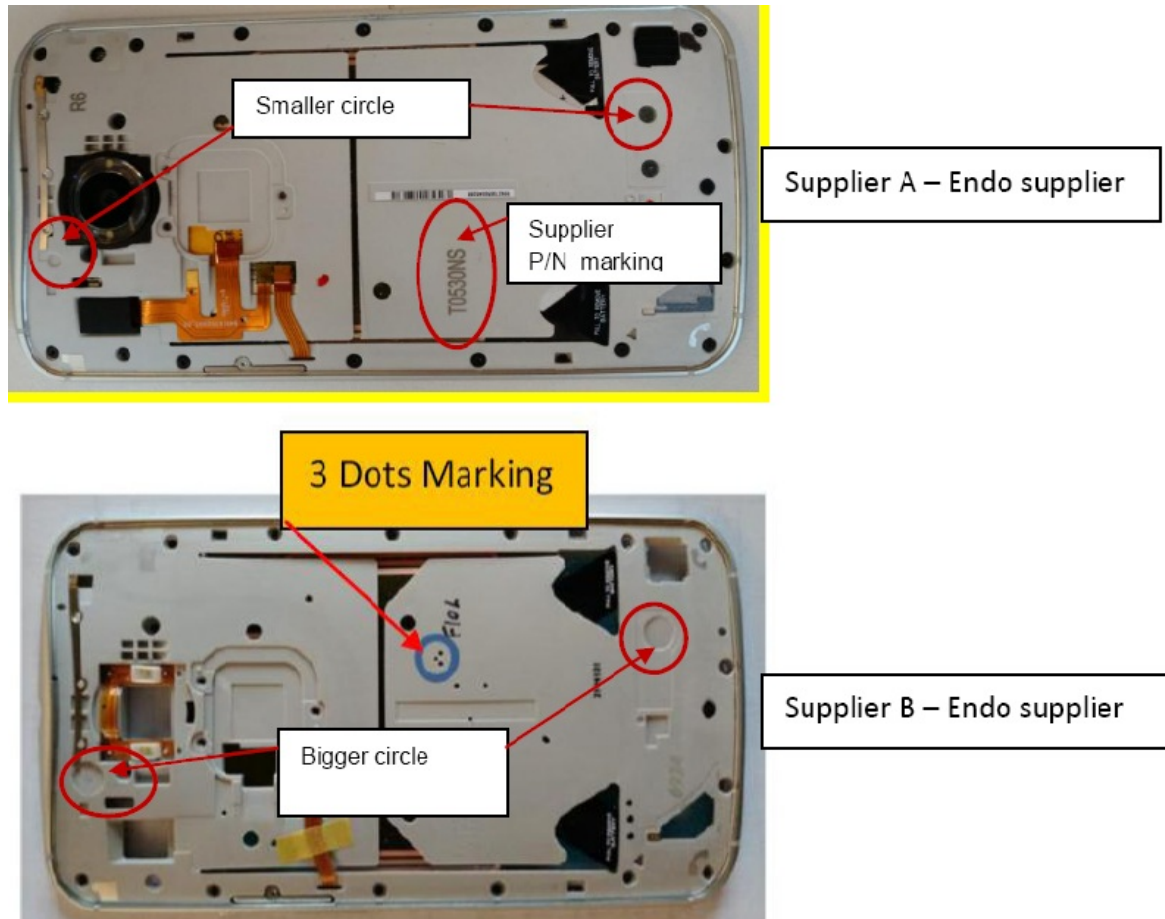


Figure: 4

Call Center Action:

When responding to customer inquiries on Moto X (2nd generation) with complaints related to Wood/Leather inlay lifted as 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: RD060 - REAR
 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