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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2014-116
Author	Rajesh Verma
Date	11/24/2014
Subject	Moto X (2nd Generation) - Camera Cannot Focus/Blurry Image
Model Affected	XT1092, XT1093, XT1094, XT1095, XT1096, XT1097
Level Of Repairs	Level 2

Problem:

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

- Cannot Focus
- Blurry Image
- Blurry Video
- Poor Picture Quality

Engineering analysis root caused this issue to a supplier manufacturing process issue where Camera housing coil was shorted with camera shield case.

Solution:

The camera supplier has implemented process improvements to resolve these issues as of August 27, 2014. Date Code 1435 and later.

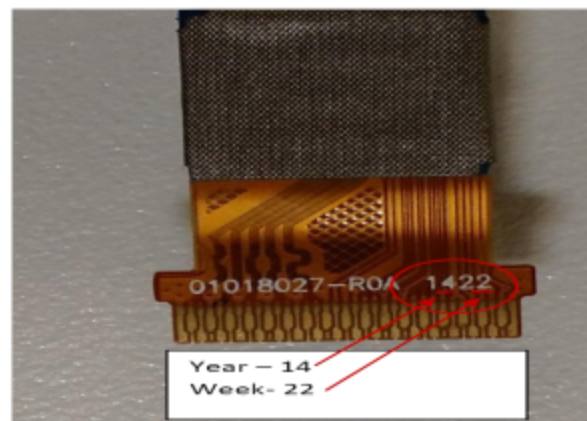
Field Service Action:

When servicing Moto X (2nd Generation) customer returns related to below confirmed Camera complaints such as:

- Cannot Focus
 - Blurry Image
 - Blurry Video
 - Picture Quality No Good
1. Following Service Manual, carefully disassemble the phone to gain access to the Rear Camera Module (Service P/N: 01018027001).
 2. Replace Rear Camera Module (Service P/N: 01018027001) with known good Date Code 1435 or later. See below image example to decode date code.
 3. Per Service Manual, reassemble the phone.
 4. Inspect Rear Camera operation for any focus, blurry images or picture quality issues.
 - a. If issue persist, then this bulletin does not apply. Follow normal troubleshooting to determine the problem.
 5. Following Service Manual, Completely reassemble and retest the device, per standard Service procedures, to ensure proper repair.

Service Inventory:

- Stock Rear Camera Module (Service P/N: 01018027001) Date Code 1435 and later. See below image example to decode date code.



Call Center Action:

When responding to customer inquiries on Moto X (2nd Generation) for customer complaints related to Rear Camera complaints listed above in "Problem" section then:

1. Follow normal troubleshooting steps to resolve the user's symptom.
2. If normal troubleshooting cannot resolve the user's symptom, then instruct user to return their device 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: RD012 - CAM

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