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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2014-98
Author	Rajesh Verma
Date	09/18/2014
Subject	Moto X (2nd Generation) - Skewed Medallion
Model Affected	XT1092, XT1093, XT1096, XT1097
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return issue on the Moto X (2nd Generation) product related to Skewed Medallion. Engineering analysis identified that there was no adhesive on the back of the medallion to adhere to the housing or alignment fixture was used during assembly to make sure medallion was aligned correctly. New medallion part with adhesive on the back and alignment fixture has been designed to make sure part is aligned and placed correctly. See below example photos of skewed medallion.

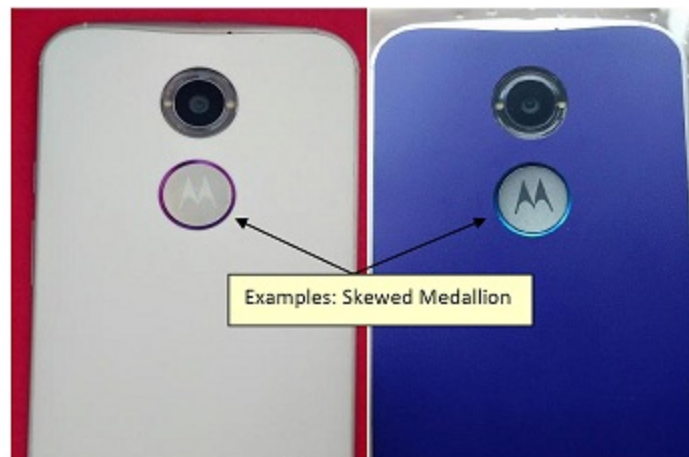


Figure: 1

Solution:

Short term Containment Action: Since Sep 3, 2014, screening in place on all shipments.

Long Term Action: Since Sep 3, 2014, manufacturing start using new medallion parts with added adhesive on the back and alignment fixture.

Field Service Action:

When servicing Moto X (2nd Generation) customer returns with a customer complaint related to Skewed Medallion, then:

1. Once replicated, Per Service Manual, carefully disassemble the rear cover from the device to gain access to the medallion as shown above in Figure 1.
2. Disassemble the medallion.
3. Replace new medallion part with adhesive on the back (Dark P/N: 01018061013 and Light P/N: 01018061014).
4. Use alignment fixture (P/N 4-00-U7-10000) to make sure medallion is aligned correctly.
5. Reassemble device Per Service Manual.
6. Inspect device for medallion alignment.

Service Inventory:

Stock below part numbers (this medallion has adhesive).

- P/N: 01018061013 (Dark color)
- P/N: 01018061014 (Light color)
- Medallion Alignment Fixture P/N: 4-00-U7-10000

Call Center Action:

When responding to Moto X (2nd Generation) users reporting that their device has skewed medallion, instruct customer to return their device to a Motorola Service Center, per this bulletin.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0018 - Housing

Problem Found Code: P0016 - Housing

REF Designator Code: RD006 - BEZEL

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

