![motorola a Google company logo]

STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2014-108
Author	Anthony Bryan
Date	10/28/2014
Subject	XT1254 Droid Turbo - Rear Camera - Can't Launch
Model Affected	XT1254
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return complaint on the XT1254 Droid Turbo product. Some users reported issues with their device's Rear Camera, such as:
- Cannot Open/Launch Camera (error message)
- Rear Camera Viewfinder Blank

Engineering analysis of the devices found that the 20MP Rear Camera Module (Service P/N: 01017884001) was not functioning due to internal connection issues caused by either weak ACF Bonding or Solder Residue Transfer. This is a component fabrication issue at the camera supplier.

Solution:

The camera supplier has implemented process improvements to resolve these issues as of October, 2014.

Field Service Action:

When servicing XT1254 Droid Turbo customer returns with complaints related to Camera, regardless of duplication, then:
1. Following Service Manual, carefully disassemble device to gain access to 20MP Rear Camera Module (Service P/N: 01017884001).
2. Inspect the part markings to determine if it is affected by this symptom. See affected Date Code/Lot Code image below.
    a. If affected, replace 20MP Rear Camera Module (Service P/N: 01017884001) and resume normal repair process.
    b. If not affected, then this bulletin does not apply. Follow normal repair procedures.

Date	Lot
492	7EA
493	7EY
493	7EZ
493	7ET
493	7F3
49F	95Z
49F	955
49H	9A9
49G	970
49F	95Y
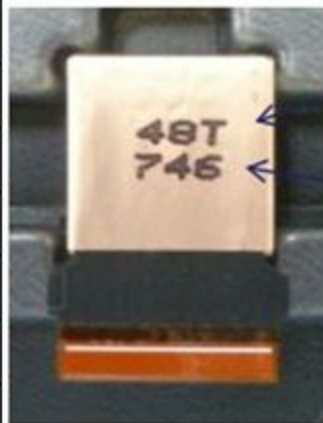
Date Code — 48T
Lot Code — 746

Service Inventory:

Purge existing inventory of the 20MP Rear Camera Module (Service P/N: 01017884001) and scrap affected date codes. See affected Date Code/Lot Code image above.

Call Center Action:

When responding to XT1254 Droid Turbo users reporting symptoms with their device's rear camera, then:
1. Follow normal troubleshooting steps to resolve the users symptom.
2. If normal troubleshooting cannot resolve the users 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