STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-108 Rev. 1
Author	Tony Bryan
Date	08/28/2015
Subject	XT1225 Moto Maxx, XT1254 Droid Turbo - Rear Camera - Can't Launch
Model Affected	XT1254, XT1225
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 with ACF Bonding.

Solution:

Motorola continues to work with the supplier to optimize their ACF Bonding process to help resolve this issue.

Field Service Action:

When servicing XT1254 Droid Turbo customer returns with complaints related to Camera (CRTC Code = 51 - Camera or Video Functionality), regardless of duplication, then:
1. Following Service Manual, carefully disassemble device to gain access to 20MP Rear Camera Module (Service P/N: 01017884001).

2. Replace 20MP Rear Camera Module (Service P/N: 01017884001) and resume normal repair process.

Service Inventory:

Stock 20MP Rear Camera Module (Service P/N: 01017884001) to support this bulletin.

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