![motorola a lenovo company]

Motorola Mobility LLC
222 West Merchandise Mart Plaza
Suite 1800
Chicago, IL 60654, USA
Website: https://motorola-global-portal.custhelp.com/app/mymotorola/portal

STANDARD FIELD SERVICE BULLETIN

| FSB Number	CHRAEFSB2015-26
Author	Tony Bryan
Date	06/01/2015
Subject	XT1225 Moto Maxx, XT1254 Droid Turbo - Power-Cycle / Slow Power-Up - Damaged Sensor (Drop)
Model Affected	XT1254 Droid Turbo, XT1225 Moto Maxx
Level Of Repairs	Level 4

Problem:

Motorola is aware of a potential field return issue on the Droid Turbo and Moto Maxx products. Some devices were returned from the field with customer complaints such as those listed below:
  ➢ Display Cannot Rotate
  ➢ Device Randomly Reboots/Resets/Power-Cycles
 ➢ Device Powers-Up Slowly (hangs for a long time during boot animation)

Engineering analysis of the returned devices found a damaged sensor component (U6150 - P/N: 51016138001). The sensor component was damaged by mechanical force likely resulting from a drop impact by the user. The observed symptoms can be intermittent or vary depending on the location and severity of the component damage. See Figure 1.0 below for details.
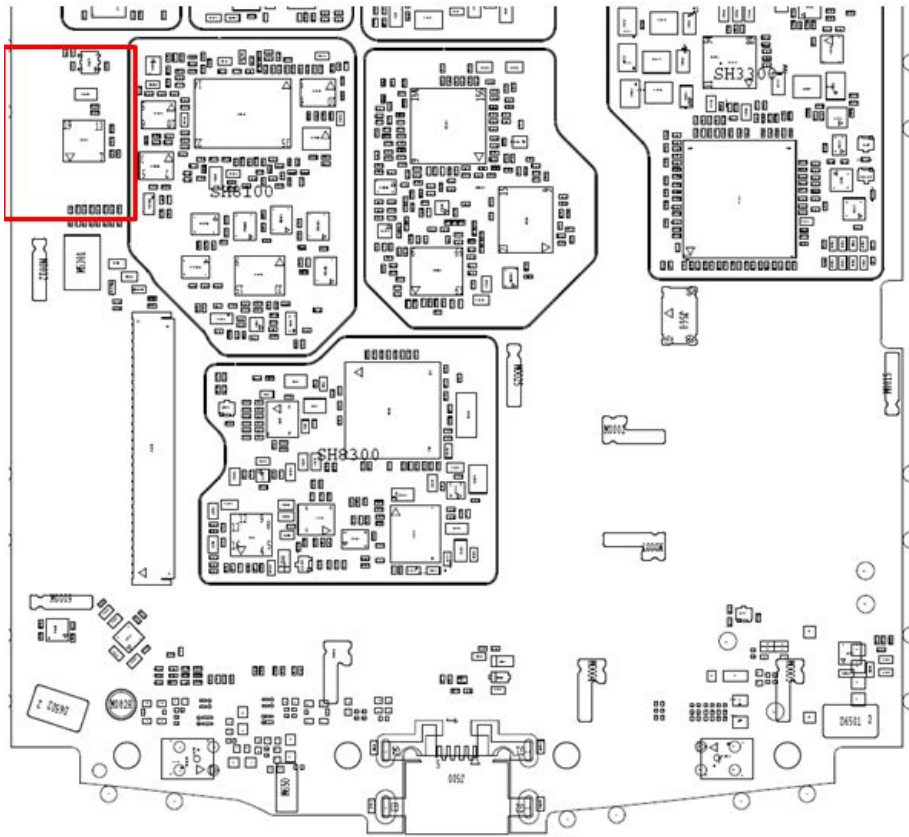
Figure 1.0 - Sensor Component - Board Location (U6150 - P/N: 51016138001)

Solution:

Motorola made a running change to the F-Hsg Assembly (P/N: 0101785200x) Rev. E and later to provide some additional air-space for U6150 in drop events. See Figure 2.0 below for details. Factory production cut-over to the Rev E F-Hsg Assembly starting in March 2015.
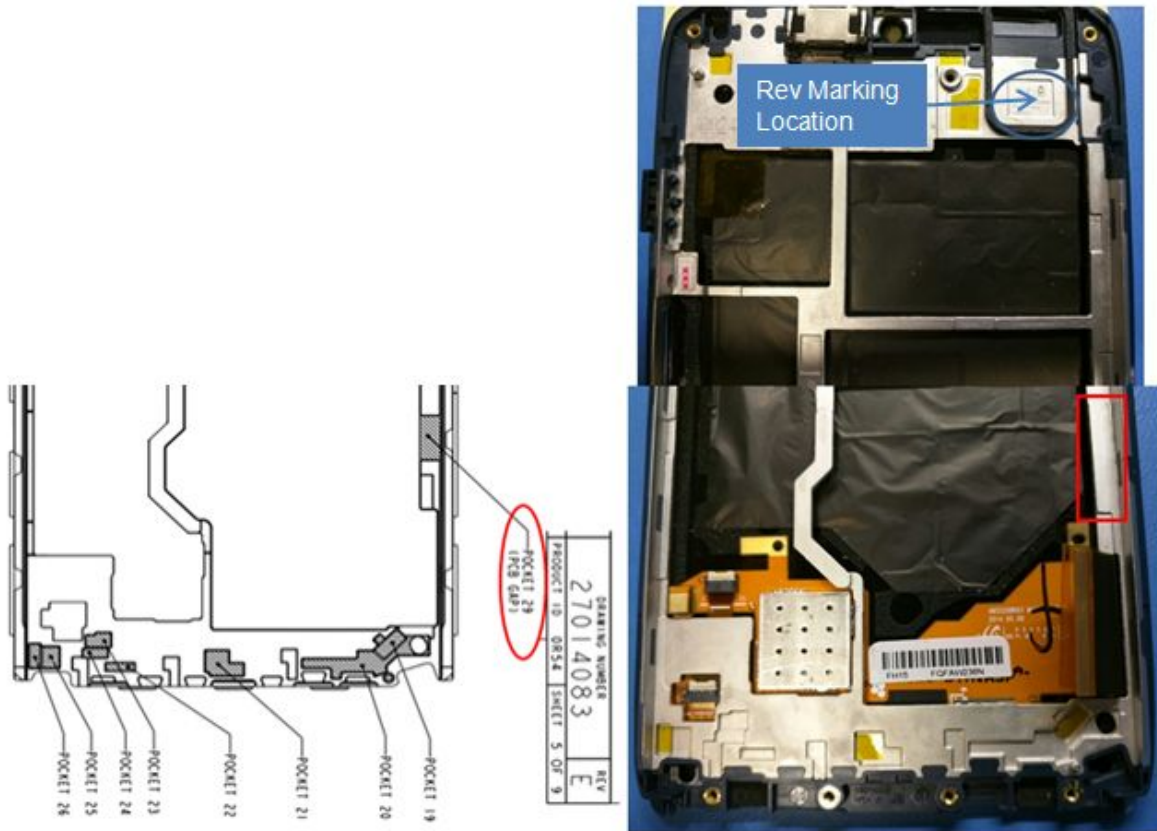
Figure 2.0 - F-Hsg Assembly (P/N: 0101785200x) - Rev E Changes

Field Service Action:

When servicing Droid Turbo and Moto Maxx customer returns with complaints customer complaints such as those listed below:

> ➢ Display Cannot Rotate
> ➢ Device Randomly Reboots/Resets/Power-Cycles
> ➢ Device Powers-Up Slowly (hangs for a long time during boot animation)

1. Validate the customer complaint thru testing. Please note that, in some cases, the symptom may be intermittent and require some extended testing to reproduce.
2. Re-Flash the device to the latest approved software to confirm issue is hardware related.
3. Disassemble and perform ABBA Swap technique to determine if the symptom tracks the PCBA.
4. Replace sensor component U6150 (P/N: 51016138001).
   a. If issue is not resolved after re-flash and replacing sensor component U6150 (P/N: 51016138001), then the problem is likely related to a hardware memory issue and PCBA should be replaced/swapped.
5. Follow standard repair procedures to reassemble the device and complete re-testing to ensure proper repair.

Service Inventory:

- Add sensor component (U6150 - P/N: 51016138001) to the SBOM and stock inventory of this part to support field replacement.
- Deplete existing inventory of F-Hsg Assembly (P/N: 0101785200x) and transition to Rev. E as a running change.

Call Center Action:

When responding to Droid Turbo and Moto Maxx users reporting issues such as those listed below:
- ➢ Display Cannot Rotate
- ➢ Device Randomly Reboots/Resets/Power-Cycles
- ➢ Device Powers-Up Slowly (hangs for a long time during boot animation)

1. Follow normal troubleshooting steps (including Factory Data Reset) to resolve the customer's issue.
    a. If normal troubleshooting cannot resolve the customer's issue, then assist them with returning the device for repair, per this bulletin.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code:
    C0017 - Freezes / Crashes
    C0019 - Power On/Off Issues
Problem Found Code:
    P0037 - Sensor Failure
REF Designator Code:
    RD073 - U
Repair Code:
    R0017 - REPL LVL 4 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