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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-47
Author	Rajesh Verma
Date	07/20/2015
Subject	Moto G (3rd Generation) - Camera Picture Quality
Model Affected	XT1540/XT1541/XT1542/XT1543/XT1544/XT1548/XT1549/ XT1550/XT1551/XT1552
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return issue on Moto G 3rd Gen product related to Camera picture quality. Photos taken with Moto G 3rd Gen under certain lighting conditions or at certain angles may show slight pink hue or in some cases increase red in center as shown below in example Photos.

Example: Photo1, 2, 3 Good Quality Pictures | Example: Photo 4, 5, 6 Poor Quality Pictures
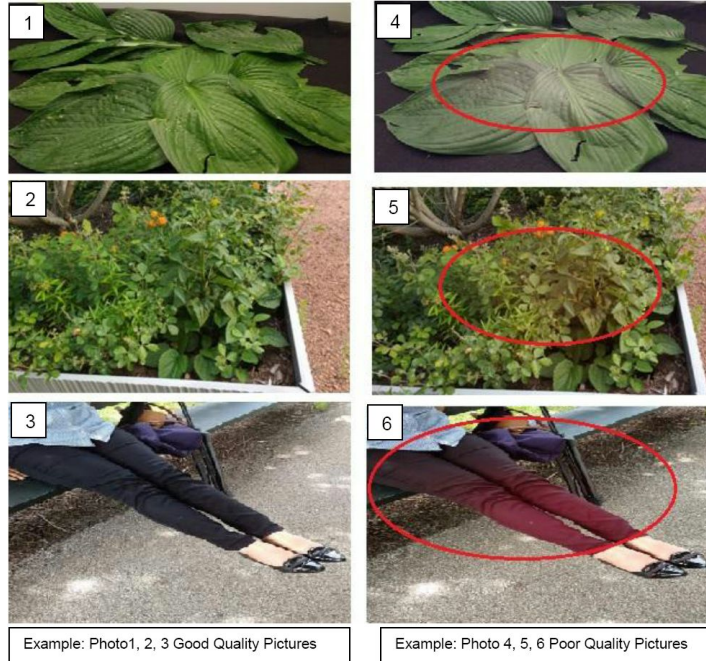
Engineering analysis root caused this issue to a Camera module supplier manufacturing process issue where some out of specifications filters were used.
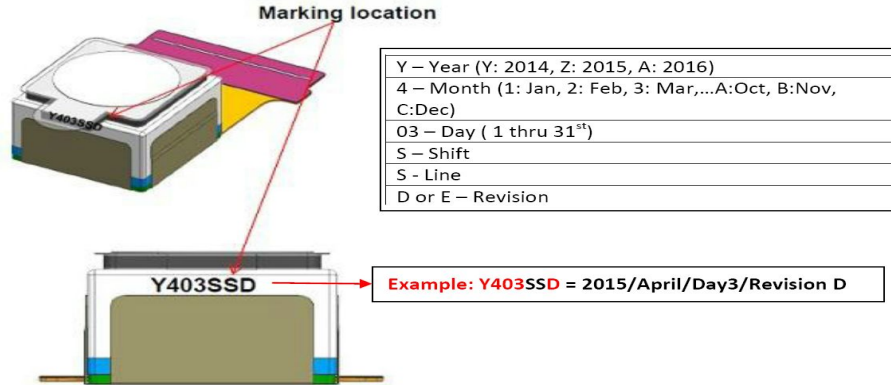
Solution:

Short-Term:
1. Starting July 11, 2015, the camera imager suppliers and manufacturing locations have implemented screening process to capture affected phones that were built with suspected out of specification parts.

Screened Parts Marking
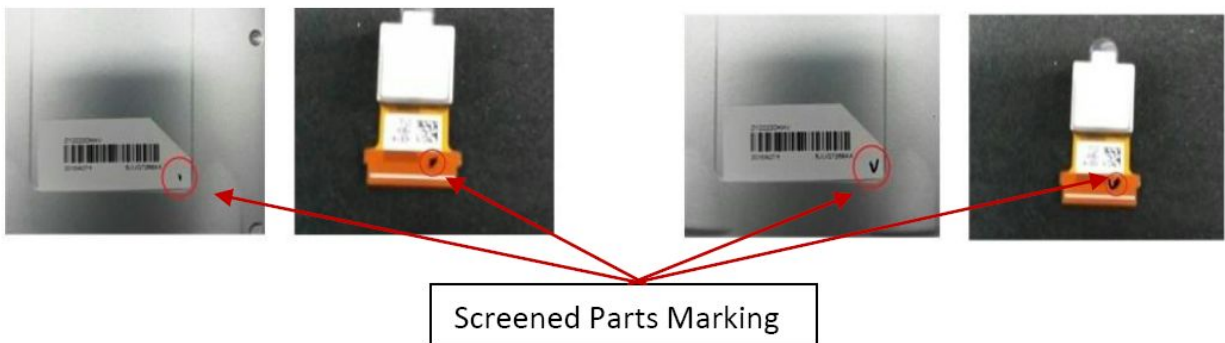
Screened Part Markings: Screened parts at manufacturing locations have been marked with "dot" or "V" marking on the Camera module as shown above.

Marking location

Y – Year (Y: 2014, Z: 2015, A: 2016)	
4 – Month (1: Jan, 2: Feb, 3: Mar,…A:Oct, B:Nov, C:Dec)	
03 – Day (1 thru 31st)	
S – Shift	
S - Line	
D or E – Revision	

Y403SSD → **Example: Y403SSD = 2015/April/Day3/Revision D**

New parts Good Date Code Markings: Z711xxD / Z711xxE and later (Date Codes after July 11, 2015 have been marked for screened parts)

Long-Term:
1. Starting July 17, 2015, manufacturing start building phones with screened good imager parts.
2. SW Team is evaluating the possibility of a software based solution for the next MR Release. This FSB will be revised if that solution becomes available.

Field Service Action:

Test Rear Camera quality when servicing any Moto G 3rd Gen customer returns regardless of customer complaints:
1. Verify If customer unit's IMEI # is found in this database, if yes then;
   a. Test photo quality taken with Rear camera per below steps.
   b. Take picture > Extract image from the phone to to your desktop > open link goo.gl/dmbgqi from your computer browser > input/drag the image to the website > will see results either pass or reject.
   c. If Fail then replace Rear camera Imager (P/N: 0101836700xW)
   d. If pass then follow the normal troubleshooting process to repair the unit per customer complaint.
2. If customers phone IMEI # is not found in this database then:
   a. Confirm the customer complaint by testing camera functionality using approved testing procedures. If confirmed:
   b. Following Service Manual, carefully disassemble the phone to gain access to the Rear Camera module (P/N: 0101836700xW).
   c. Replace Rear Camera Module (P/N: 0101836700xW) with a known good part date coded Z711xxD / Z711xxE and later. Refer to images provided above.
   d. Completely reassemble and retest the device, per standard Service procedures, to ensure proper repair.

Service Inventory:

For Rear Camera Module (P/N: 0101836700xW), Use and Stock only parts that are either marked as screened (blue triangle on the box) or have a date code marking Z711xxD / Z711xxE and later.

Note: Screened part boxes are marked with triangle as shown in photo above.

Call Center Action:

When responding to Moto G 3rd Gen owners reporting issues related to Rear Camera performance, then:

1. If customer unit's IMEI # is found in this database then "No Questions Asked" or "No Troubleshooting" should be performed and customer phone should be replaced immediately with phone that has good known imager.
2. If customers phone IMEI # is Not found in this database then:
    a. Follow normal troubleshooting steps to resolve the customers issue.
    b. If normal troubleshooting cannot resolve the customers issue, then Instruct the user to return their device to Motorola for repair.

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