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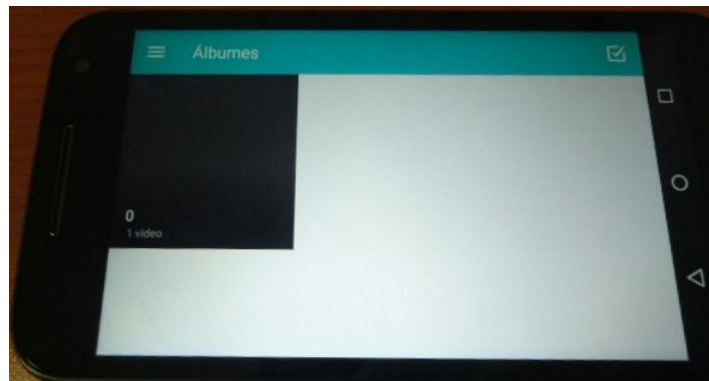
## **INFORMATIONAL FIELD SERVICE BULLETIN**

FSB Number	CHRAEFSB2015-54
Author	Rajesh Verma
Date	07/30/2015
Subject	Moto G (3rd Generation) - Camera Gallery Video
Model Affected	XT1541, XT1542, XT1543, XT1544, XT1548, XT1550, XT1551
Level Of Repairs	Level 1

### **Problem:**

This is an informational bulletin intended to inform all post-sales support teams of a potential out of box customer experience issue on the Moto G 3<sup>rd</sup> Gen product. Some Moto G 3<sup>rd</sup> Gen users may find a video in their camera gallery named 'CQATest\_videocapture' (see below photo example). The video size is 0 bytes and an error message will appear if the customer attempts to play the video. The presence of this file in the camera gallery does not affect any phone functionality.

Engineering analysis determined the root cause to be linked to a factory CQA (Customer Quality Assurance) test issue.



## **Solution:**

Factory implemented a test process improvement July 10, 2015 to prevent devices from shipping with this video.

## **Field Service Action:**

No Action Required.

## **Service Inventory:**

N/A

## **Call Center Action:**

When responding to Moto G 3<sup>rd</sup> Gen customers reporting that they have a video file in their camera gallery named 'CQATest\_videocapture". Use the information above to educate the customer that this does not affect the performance of their device. Instruct the customer to follow the below steps to delete the video.

1. Delete video file from camera gallery per below steps.
  - a. Menu > Gallery > Camera Roll (top left) > Videos > CQATest\_videocapture.
  - b. Touch and Hold finger on this video file to highlight this video "CQATest\_videocapture
  - c. Touch on the right corner (3 dots) > Delete > "OK" to Delete selected item

## **Service Entry Code:**

### **Global M-Claims Codes:**

Customer Complaint Code:

Problem Found Code:

Repair Code:

### **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