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INFORMATIONAL FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-57
Author	Ross Karlen
Date	08/13/2015
Subject	Moto G (3rd Generation) - Audio Loss - Water Submersion
Model Affected	All
Level Of Repairs	Level 1

Problem:

Motorola is aware of a potential customer experience on the Moto G (3rd Generation) product. Some users may experience temporary loss of speaker audio following submersion of the unit in liquid.

This is an expected behavior that will not result in permanent damage to the device, allowing the device to dry will restore normal functionality.

Solution:

With the device powered off, instruct the end user to gently shake the device back and forth with the Headset Jack facing the floor as shown in the picture (Figure 1) to remove liquid from the Headset Jack. Perform this over a padded surface to prevent damage to the device in the event of a drop. Allow the device to dry out for up to 2 days to recover from the liquid ingress allowing earpiece audio to recover.

Figure 1



Field Service Action:

N/A

Service Inventory:

N/A

Call Center Action:

When responding to users reporting an audio issue on their Moto G (3rd Generation) device, then:

1. Asked customer if the device had recently been exposed to liquid,
 - a. If yes, walk the customer through the process detailed in the Solution section on removing liquid from the Headset Jack
 - b. If no, follow normal troubleshooting steps per this customer complaint.

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