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INFORMATIONAL FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-15
Author	Tony Bryan
Date	05/02/2016
Subject	Moto G (3rd Generation) - Display Compatibility
Model Affected	XT1540/XT1541/XT1542/XT1543/XT1544/XT1548/XT1550
Level Of Repairs	Level 2

Problem:

This is an informational bulletin to communicate a Display/Lens Assembly compatibility requirement on the Moto G (3rd Generation) product. Supplier A (P/N: 01018140003/4W) was brought up at product launch and used exclusively on initial shipments. Later, Supplier B (P/N: 01018556023/4W) was brought on as a 2nd Source. A software change was required for the Supplier B (P/N: 01018556023/4W) part, which adds touch firmware to optimize touch performance. This software change was integrated into all Android 6 (Marshmallow), or later, software releases.

Therefore, Android 6 (Marshmallow) software, or later, is required to use the Supplier B (P/N: 01018556023/4W) Display/Lens Assembly.

Solution:

Global Service Teams must properly manage inventory of both Supplier A (P/N: 01018140003/4W) and Supplier B (P/N: 01018556023/4W) Display/Lens Assemblies.



Supplier A Markings



Supplier B Markings

Field Service Action:

When servicing customer returns on the Moto G (3rd Generation) product, then:

1. Determine if the latest approved software release for your particular region/carrier is Android 5 (Lollipop) or Android 6 (Marshmallow).
2. Select the appropriate Display/Lens Assembly replacement part number to use.

Note: If unsure, replace the Display/Lens Assembly with the same part number as

removed.

- a. Supplier A (P/N: 01018140003/4W) - Use with Android 5 (Lollipop) software releases
- b. Supplier B (P/N: 01018556023/4W) - Only use with Android 6 (Marshmallow) software, or later, releases

Service Inventory:

New Part added to SBOM:

- Supplier A (P/N: 01018140003/4W) - Use with Android 5 (Lollipop) software releases
- Supplier B (P/N: 01018556023/4W) - Only use with Android 6 (Marshmallow) software, or later, releases

Call Center Action:

No Action Required.

Service Entry Code:

Global M-Claims Codes: N/A

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