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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-59
Author	Tony Bryan
Date	08/17/2015
Subject	Moto X Play - Power-Cycle / Black Screen Lock-Up
Model Affected	XT1562/XT1563 Moto X Play (ROW)
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return issue on the Moto X Play product. Some users reported experiencing an issue where their device would become unresponsive with a black screen and/or randomly power-cycle during use. Engineering analysis determined that the issue was caused by an intermittent control signal timing issue.

Solution:

Short-Term: Devices that become stuck in this unresponsive black screen state due to this issue are recoverable with a Hard Reset (press and Hold the Power-Button for 10 Seconds).

Long-Term: Software changes have been integrated into the next available software update to resolve this issue.

Field Service Action:

When servicing Moto X Play customer returns with complaints that device becomes unresponsive with a black display and/or power-cycles during use, then:

1. Perform a Hard Reset (press and Hold the Power-Button for 10 Seconds) to recover any devices that are confirmed to be stuck in this unresponsive black screen state.
2. Per Standard Repair Process, update device software to the latest approved release.

Service Inventory:

No Action Required.

Call Center Action:

When responding to Moto X Play owners that report experiencing an issue where their device becomes unresponsive with a black screen and/or randomly power-cycles during use, then:

1. Determine if the user's device is currently stuck in this unresponsive black screen state.
 - a. If yes, the instruct the user to perform a Hard Reset (press and Hold the Power-Button for 10 Seconds) to recover the device.
2. Inform the user of this known issue that will be resolved in the next available software update.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0019 - Power On/Off Issues

Problem Found Code: P0024 - Software

Repair Code: R0040 - SW Upgrade 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