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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-63
Author	Tony Bryan
Date	08/19/2015
Subject	Moto X Play - Network Signal Loss - After Drop Impact
Model Affected	XT1562/XT1563 Moto X Play (EMEA/Mexico/Canada)
Level Of Repairs	Level 3

Problem:

Motorola is aware of a potential field return issue on the Moto X Play product related to Network Performance. Design verification testing revealed that certain SMT (surface-mount technology) components, located at one area of the PCBA, were susceptible to damage from drop impacts to the bottom edge of the device. These particular components, if damaged, will result in degraded Low Band (700-900MHz) Antenna performance for both LTE and UMTS.

Solution:

Motorola implemented a process change to apply a protective epoxy over the SMT components in the at-risk area of the PCBA to prevent damage during drop impacts as of August 20, 2015.

Field Service Action:

When any servicing Moto X Play customer returns regardless of customer complaint or service test results, then:

Download the Moto X Play - Antenna Component Rework document from the [Global Service Website](https://motorola-global-portal.custhelp.com/app/mymotorola/home) (<https://motorola-global-portal.custhelp.com/app/mymotorola/home>) and use that document as a reference to perform the following rework procedure:

1. Utilize the provided Affected Barcode List to determine if the device requires rework.
2. Perform a 100% visual inspection of the PCBA in the affected area
3. Replace any damaged SMT Components identified in the inspection
4. Apply the protective epoxy over the SMT components in the at-risk area of the PCBA
5. Reassemble and complete Radiated RF Testing (Low Band) to validate proper repair.

Service Inventory:

New Part added to SBOM: Add the following SMT Components to the SBOM and stock these components to support this bulletin.

<u>RefDes</u>	<u>NA – P/N</u>	<u>LatAm – P/N</u>	<u>ROW – P/N</u>
C650	21014005020	21014005020	21014005078
C651	21014005020	21014005020	21014005020
C670	DNP	DNP	21014005030
L651	24014300138	24014300138	24014300022
L652	24008157009	24008157009	24008157001
L655	24008157015	24008157015	24008157009
L663	24014300022	24014300022	DNP
U370	51016459007	51016459007	51016459007
U371	51016459005	51016459005	51016459005

Call Center Action:

When responding to users reporting poor network call performance on their Moto X Play device, then:

1. Ask the customer if they had recently dropped their device prior to experiencing these issues?
2. Follow normal troubleshooting steps to attempt to solve the user’s issue.
 - a. If normal troubleshooting steps cannot resolve the issue, then instruct the user to return the device for in-warranty repair.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code(s):

- C0005 - Cannot Make Calls
- C0006 - Cannot Receive Calls
- C0013 - Drops Calls

Problem Found Code: P0005 - Antenna

REF Designator Code: RD004 - ANT

Repair Code: R0015 - REPL LVL 3 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