



Motorola Mobility LLC
222 West Merchandise Mart Plaza
Suite 1800
Chicago, IL 60654, USA

Website: <https://motorola-global-portal.custhelp.com/app/mymotorola/portal>

STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-10
Author	Tony Bryan
Date	02/09/2016
Subject	Moto X Play, Droid Maxx 2 - Earpiece Speaker Audio (Pogo-Pins)
Model Affected	XT1562, XT1563, XT1564, XT1565
Level Of Repairs	Level 3

Problem:

Motorola is aware of a potential field return issue on the Moto X Play (ROW) & Droid Maxx 2 (VZW) products related to "Earpiece Audio". Some users reported experiencing no in-call audio unless using speakerphone or accessory headset. In some cases the loss of in-call audio would be intermittent. Engineering analysis of these devices found that the Pogo-Pin Connector M5760 (p/n: 39014039007) had a pin that was stuck in a compressed state, preventing a proper connection with the earpiece speaker.



Cross-Section of the affected pin of the Pogo-Pin Connector M5760 (p/n: 39014039007) determined that the diameter of the barrel was slightly undersized, due to a supplier process issue.

Solution:

The supplier has implemented process improvements to resolve this issue as of November, 2015.

Field Service Action:

When servicing customer returns on the Moto X Play (ROW) & Droid Maxx 2 (VZW) products with customer complaints related to "Earpiece Audio", then:

1. Using standard testing procedures, confirm the device exhibits intermittent Earpiece Audio. **Note 1:** Some added light pressure to the rear housing, in the area of the earpiece speaker, may be required during standard testing to duplicate the issue. If confirmed:
2. Per Service Manual, carefully disassemble the device and replace Pogo-Pin Connector M5760 (p/n: 39014039007). **Note 2:** In the process of disassembly it is possible for the stuck pin to return to a normal position.
3. Per Service Manual, carefully reassemble the device and completely retest the device, per standard Service procedure, to ensure proper repair.
 - a. If issue persist, then this bulletin does not apply. Follow normal troubleshooting steps to determine the problem.

Service Inventory:

- Stock inventory of Pogo-Pin Connector M5760 (p/n: 39014039007) to support this bulletin.

Call Center Action:

When responding to customer inquiries on the Moto X Play (ROW) & Droid Maxx 2 (VZW) products with customer complaints related to "Earpiece Audio", then:

1. Follow normal troubleshooting steps to ensure that the issue the user is experiencing is actually no in-call audio unless using speakerphone or an accessory headset.
2. Ensure that the user has attempted to adjust the volume during an active call and rule out any other potential user settings issues.
3. If all normal troubleshooting steps cannot resolve the issue, then instruct the user to return the device to Motorola Service for repair, per this bulletin.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0008 - Cannot Hear, Silence Or Static

Problem Found Code: P0001 - Speaker (Inbound Audio)

REF Designator Code: RD052 - M

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