STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-2
Author	Tony Bryan
Date	01/04/2016
Subject	Moto X Play, Droid Maxx 2 - Device Not Charging
Model Affected	XT1562, XT1563, XT1564, XT1565
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return issue on the Moto X Play (ROW) & Droid Maxx 2 (VZW) products related to Battery Charging. Some users reported that although their device detects Charger is connected, the actual charge percentage in the Battery Meter never increases. Engineering analysis of these devices determined that the Battery Thermistor was damaged (cracked) from excessive mechanical stress (likely from drop impact in the field). The damaged Battery Thermistor results in erroneous battery temperature readings which disable charging.

Solution:

Motorola added underfill epoxy over the Battery Thermistor component located on the NFC Flex (Service P/N: 24014144002) to protect the component from damage during drop impacts. Motorola is currently working with supplier, and providing additional limit samples, to help better to control the epoxy application process. See image below.
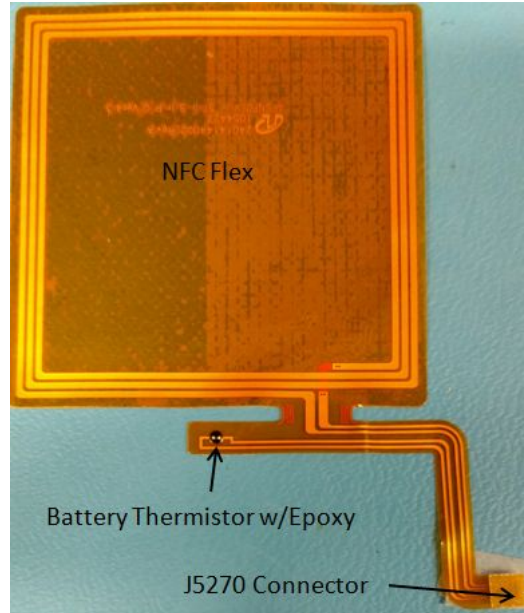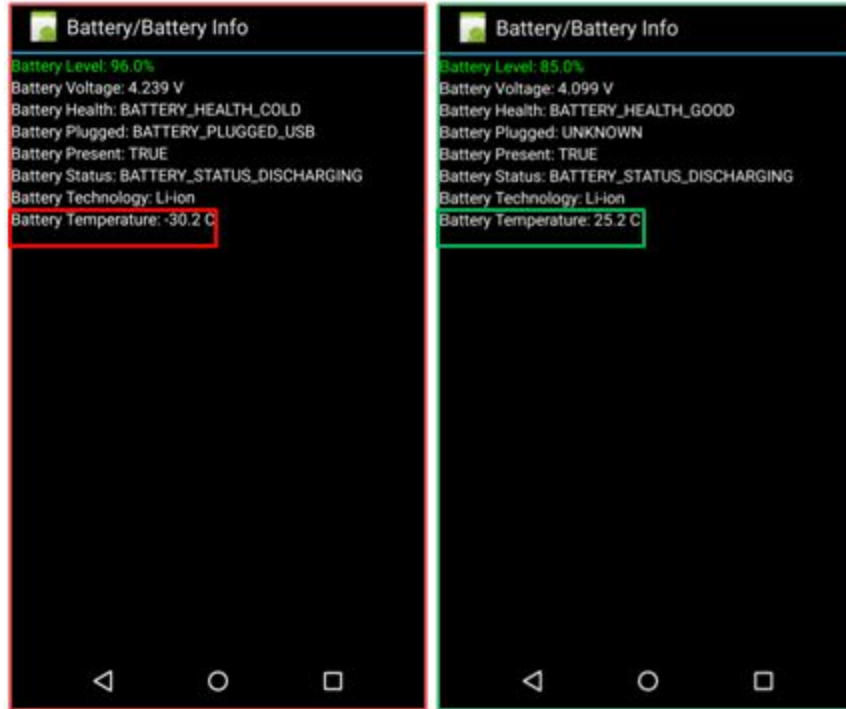
NFC Flex (Service P/N: 24014144002)

Field Service Action:

When servicing customer returns on the Moto X Play (ROW) Droid Maxx 2 (VZW) product with customer complaints related to "Device Not Charging", then:

1. Confirm the customer complaint by testing "Charging" functionality using approved testing procedures. If confirmed:
2. Launch CQATest.Apk and execute Battery Info test to read Battery Temperature.
   a. If the Battery Temperature reading is normal (typically positive 25 to 30 degrees celsius) , then this bulletin does not apply. Follow normal repair process to determine the problem.
   b. If the Battery Temperature reading is abnormal (damaged component typical read negative 30 to 35 degrees celsius), then continue to Step 3.
3. Disconnect/Reconnect the NFC Connector (J5270) to ensure it is properly mated then repeat Step 2 above.
   a. If the Battery Temperature reading is still abnormal, then replace NFC Flex (Service P/N: 24014144002).
4. Per Service Manual, carefully reassemble the device and completely retest the device, per standard Service procedure, to ensure proper repair.

Example: CQATest.Apk Battery Info Screen - Bad Reading (Left) vs. Good Reading (Right)

Service Inventory:

● Stock NFC Flex (Service P/N: 24014144002) 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 "Device Not Charging", then:

1. Follow normal troubleshooting steps, including testing with multiple accessory chargers to rule out a bad accessory charger, to attempt to resolve the user's issue.
    a. If normal troubleshooting steps cannot resolve the issue, 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: C0028 - Charging/Battery Issue

Problem Found Code: P0013 - Flex

REF Designator Code: RD025 - FLEX

Repair Code: R0013 - REPL LVL 2 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