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## **STANDARD FIELD SERVICE BULLETIN**

FSB Number	CHRAEFSB2016-6
Author	Tony Bryan
Date	01/21/2016
Subject	Moto X Play, Droid Maxx 2 - WiFi - Cannot Locate Router (48MHz Xtal)
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 WiFi Operation. Some users reported that their device is able to enable WiFi but is not able to locate any available Router's/AP's. Engineering analysis of these devices determined that the Y4620 48MHz Xtal (P/N: 93014014001) has a higher than expected frequency error, due to a supplier process issue with the component.

### **Solution:**

The supplier has implemented process improvements to resolve this issue as of December 16, 2015.

### **Field Service Action:**

When servicing customer returns on the Moto X Play (ROW) Droid Maxx 2 (VZW) product with customer complaints related to "WiFi Operation", then:

1. Using standard testing procedures, confirm the device is able to enable WiFi but is not able to locate available Router's/AP's. If confirmed:
  - a. If WiFi cannot be enabled, then this bulletin does not apply. Follow normal troubleshooting steps to determine the problem.
2. Per Service Manual, carefully disassemble the device and remove SH4600 to access Y4620 48MHz Xtal.

3. Replace Y4620 48MHz Xtal (P/N: 93014014001) and retest to verify device is can now locate available Router's/AP's.
  - a. If issue persist, then this bulletin does not apply. Follow normal troubleshooting steps to determine the problem.
4. Per Service Manual, carefully reassemble the device and completely retest the device, per standard Service procedure, to ensure proper repair

## **Service Inventory:**

New Part added to SBOM:

- Add Y4620 48MHz Xtal (P/N: 93014014001) to SBOM and stock inventor of this part 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 "WiFi Operation", then:

1. Follow normal troubleshooting steps, including but not limited to those listed below, to rule out a temporary network connection problem and resolve the customer's issue.
  - a. Review with the WiFi Settings on their device are correct for the customer's home network
  - b. Verify if other devices are able to connect to the customer's home network
  - c. Toggle WiFi Power or Airplane Mode On/Off on customer's device
  - d. Reset the customer's Router
  - e. Forget all previously stored/remembered Router's/AP's and then attempt to re-add the customer's Router
  - f. Disconnect all other devices that may be also connected to the customer's router
  - g. Check to see if a Firmware Update may be available for the customer's router
  - h. Complete a Factory Data Reset of the customer's device
2. 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: C0009 - Con. WiFi/BT/USB/GPS /TV/HDMI

Problem Found Code: P0047 - WIFI Operation

REF Designator Code: RD079 - Y

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