![Motorola — a lenovo company]

INFORMATIONAL FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2017-44
Author	Tony Bryan
Date	10/19/2017
Subject	Moto X Play - Phone App Crashes - After Android 7.1.1 (Nougat) OTA Update
Model Affected	XT1562, XT1563, XT1564
Level Of Repairs	Level 1

Problem:

This is an informational bulletin intended to inform all post-sales support teams of a potential customer experience issue on Moto X Play devices after installing the recent Android 7.1.1 (Nougat) OTA Update. Some users reported seeing Phone App (com.android.phone) force close errors after the update.
Analysis determined that this issue affected users that had previously set Call Forwarding settings on their device on Android Lollipop, updated to Android Marshmallow and did not modify these settings at any point prior to taking the latest update to Android 7.1.1 (Nougat).

The root cause was traced to a fundamental change in the data type used for Call Forwarding settings between the Android OS Releases.

Solution:

Affected users can recover the device by Clearing Data in the Phone App.
1. Go to Settings->Apps->Menu-> select show system
2. Select "Phone Services" app from the list of Apps.
3. Go to Storage and Select CLEAR DATA.
Note: After Clearing Data in the Phone App, users will need to reconfirm their setting preferences for Call Forwarding, Voicemail, SIP, Video Calling, and Preferred Network Type.

Field Service Action:

No Action Required.

Call Center Action:

When responding to Moto X Play users reporting Phone App (com.android.phone) force close errors after latest update to Android 7.1.1 (Nougat), then assist the users with recovering their device by Clearing Data in the Phone App.
1. Go to Settings->Apps->Menu-> select show system
2. Select "Phone Services" app from the list of Apps.
3. Go to Storage and Select CLEAR DATA.
Note: After Clearing Data in the Phone App, users will need to reconfirm their setting preferences for Call Forwarding, Voicemail, SIP, Video Calling, and Preferred Network Type.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0014 - Error Message (General)

Problem Found Code: P0021 - No Functional Fault Found

REF Designator Code: RD063 - S

Repair Code: R0042 - Reprogramming / Reflash 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