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INFORMATIONAL FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-69
Author	Tony Bryan
Date	11/02/2015
Subject	Moto X Style - Battery Meter Inaccurate
Model Affected	Moto X Style, Moto X Pure
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential customer experience issue on the Moto X Style/Pure product related to the Battery Meter. Some users have reported experiencing issues where the Battery Meter appears to be inaccurate, such as:

- Device seems to power off early, before the battery is completely drained, with the Battery Meter still reading 15-17%
- Battery Meter jumps quickly from a low charge % to 100%
- Battery Meter drain quickly from 100% to 0%

Engineering analysis determined that the device itself is functioning properly but the Battery Meter is not calibrated properly. The Battery Meter will typically auto-correct after a few charge/discharge cycles but can be forced by a reset.

Solution:

Short-Term: Affected users can force a re-calibration of the Battery Meter by completing steps below:

1. Press and Hold the Power Button for 10 seconds until device resets
2. Connect device to charger and allow device to charge completely to 100%

This will calibrate the battery meter and prevent the issue from recurring.

Long-Term: A software fix has been identified and integrated into the pending Android M software update.

Field Service Action:

No Action Required.

Call Center Action:

When responding to Moto X Style/Pure users reporting issues where the Battery Meter appears to be inaccurate (like those listed above), assist the user with the steps below to complete a one-time re-calibration of the Battery Meter:

1. Press and Hold the Power Button for 10 seconds until device resets
2. Connect device to charger and allow device to charge completely to 100%

This will calibrate the battery meter and prevent the issue from recurring.