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## **STANDARD FIELD SERVICE BULLETIN**

FSB Number	CHRAEFSB2016-16
Author	Tony Bryan
Date	05/03/2016
Subject	Display - Yellow Spots
Model Affected	Moto X Style/Pure (XT1570/XT1572/XT1575)
Level Of Repairs	Level 2

### **Problem:**

Motorola is aware of a potential customer experience issue on the Moto X Style/Pure product related to display. Some users reported seeing yellow spots around the perimeter of the display image, noticeable against an all white background. See Figure 1.0 below.

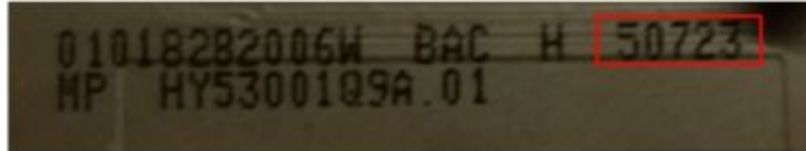


**Figure 1.0 - Yellow Spot Display**

Engineering analysis determined this issue was caused by process variation at the display supplier, starting January 19, 2016 (**Date Code: 60119**).

## **Solution:**

The display supplier has implemented process improvements to resolve this issue as of April 29, 2016 (**Date Code: 60429**). See Figure 2.0 below for display date code markings that are ink printed on the display flex.



**50723 = YY/MM/DD = 07/23/2015**

**Figure 2.0 - Display Date Code Markings**

## **Field Service Action:**

When servicing Moto X Style/Pure customer returns, regardless of customer complaint, then:

1. Confirm issue by testing the Display functionality, using approved testing procedures (i.e. CQA.apk/Display Patterns/White w/black border). If confirmed:
2. Replace F-Hsg Assembly (p/n: 01018336xxx), using Display **Date Code 60429** or later.
3. Continue with normal repair process.

## **Service Inventory:**

Purge Old Parts, replace with new parts:

- F-Hsg Assembly (p/n: 01018336xxx) - Existing inventories should be screened for affected display date codes (**Date Codes: 60119 thru 604228**). Affected date code material can be further screened for this issue via functional testing with test board (i.e. CQA.apk/Display Patterns/White w/black border).
- Swap Stock - Existing inventories should be screened for this issue via functional testing with test board (i.e. CQA.apk/Display Patterns/White w/black border).

All material determined to be impacted by this issue can be returned to the point of purchase for replacement, referencing this bulletin.

## **Call Center Action:**

When responding to users reporting yellow spots around the perimeter of the display on their Moto X Style/Pure device, 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: C0011 - Display - External

Problem Found Code: P0012 - Main Display

REF Designator Code: DIS - Display w/Lens

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