Motorola Mobility LLC
222 West Merchandise Mart Plaza
Suite 1800
Chicago, IL 60654, USA
Website: https://motorola-global-portal.custhelp.com/app/mymotorola/portal

STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-67
Author	Tony Bryan
Date	10/28/2015
Subject	XT1585 Droid Turbo 2, XT1580 Moto X Force - Display - Vertical Line
Model Affected	XT1585 Droid Turbo 2, XT1580 Moto X Force
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return issue on the Droid Turbo 2 / Moto X Force products related to Display. Design verification testing revealed that certain drop impacts can cause a thin colored (green/purple) vertical line to appear in the display image. See Figure 1 below.

Figure 1 - Display w/ vertical line

Solution:

Motorola implemented design improvements to the Display/Lens Assembly (P/N: 01018108xxxW) to resolve this issue. Display/Lens Assembly (P/N: 01018108xxxW) Revision C reflects these changes. See Figure 2 below for location of Revision part markings.

Figure 2 - Revision Part Marking Location (Rev A Shown)

Motorola also added a Snubber Pad (P/N: 05014599001W) to PCB to evenly compress flex at connector.

Figure 3 - PCB Snubber Pad

Field Service Action:

A. All Returns:
When servicing <u>any</u> Droid Turbo 2 / Moto X Force customer returns that require disassembly as part of the normal repair process, then:
1. Add Snubber Pad (P/N: 05014599001W) to PCB, as shown in Figure 3 above.
2. Proceed with normal repair process.

B. Display Returns Repair:
When servicing Droid Turbo 2 / Moto X Force customer returns with complaints related to Display, then:
1. Confirm the customer complaint by testing the Display functionality, using approved testing procedures. If confirmed:
2. Per Service Manual, carefully disassemble the device to gain access to the F-Hsg

Assembly (Service P/N: 01018418xxxW).
3. Swap the original F-Hsg Assembly (Service P/N: 01018418xxxW) of the returned device with a known good new part and retest the Display functionality, using approved testing procedures
   a. If the issue persists, then this bulletin does not apply. Following normal troubleshooting to determine the problem.
   b. If the device now functions properly with the known good new part, then proceed to Step #4
4. Add Snubber Pad (P/N: 05014599001W) to PCB, as shown in Figure 3 above.
5. Per Service Manual, carefully reassemble the device and completely retest the device, per standard Service procedure, to ensure proper repair.

C. Part-Level Refurb:
When refurbishing replaced F-Hsg Assemblies (Service P/N: 01018418xxxW), use only Display/Lens Assembly (P/N: 01018108xxxW) Rev C or later.

Service Inventory:

Running Change - Deplete Existing Inventory:
1. Add Snubber Pad (P/N: 05014599001W) to SBOM and stock sufficient inventory to support this bulletin.
2. Deplete existing inventory of the F-Hsg Assembly (Service P/N: 01018418xxxW), built with earlier revisions of Display/Lens Assembly (P/N: 01018108xxxW) and cut-over to F-Hsg Assembly (Service P/N: 01018418xxxW), built Display/Lens Assembly (P/N: 01018108xxxW) Rev C or later, as a running change
   a. If stocking Display/Lens Assembly (P/N: 01018108xxxW) - Stock only Rev C or later

Call Center Action:

When responding to customer inquiries on the Droid Turbo 2 / Moto X Force products with "Display" related complaints, then:
1. Follow normal troubleshooting steps to attempt to solve 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: C0011 - Display - External
Problem Found Code: P0011 - Display Assembly - External
REF Designator Code: RD018 - DIS
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