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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-70
Author	Ross Karlen
Date	11/04/2015
Subject	XT1585 Droid Turbo 2, XT1580/XT1581 Moto X Force - Shatter Shield Repair Policy
Model Affected	XT1585, XT1580, XT1581
Level Of Repairs	Level 2

Problem:

This is a bulletin to describe the Repair policy for the ShatterShield™ on Droid Turbo 2 and Moto X Force. **ShatterShield™ Display System:** The ShatterShield™ display system is made up of 3 separate components; the display, embedded lens and a consumer-replaceable protective lens. The display and embedded lens are warranted against shattering and cracking for four (4) years from the original date of consumer purchase. The consumer-replaceable protective lens is not covered by this Limited Warranty, but should always be in place to prevent scratches and other damage to the underlying components. All other limitations and exclusions contained in this Limited Warranty (see What is Not Covered section below), including scratches and other cosmetic damage, intentional damage or abuse, and normal wear and tear, apply to the components of the ShatterShield™ display system."

Solution:

Q: What are we going to guarantee?

A: Our display is shatterproof - guaranteed not to crack or shatter.

Q: What is covered, and what is not?

A: This is specific to the screen, not the entire device. The display and embedded lens are warranted against shattering and cracking for four years from the original date of purchase. The warranty is non-transferrable. Exclusions include scratches and other cosmetic damage,

intentional damage or abuse, and normal wear and tear. Display failures other than cracking or shattering are covered under the standard warranty period and terms.

Q: Period of time?

A: Screen guaranteed not to crack or shatter for four years. All other failures would be covered under the standard warranty.

Q: What does happen in case of broken screen? Do we replace the device?

A: Per standard warranty terms Motorola will repair, replace or refund the device for the consumer.

Q: Is the replaceable lens covered under warranty?

A: The replaceable lens is covered under Motorola's standard limited warranty for defects in material and workmanship only. Cosmetic wear and tear (e.g. scratches), are not covered under warranty. Consumers will have the option to purchase the lens and replace it by themselves, or have a MASC replace it for a fee.

ShatterShield Display Coverage Summary		
CONDITION	WARRANTY COVERAGE	DURATION
Replaceable lens delaminate	Not covered	N/A
Replaceable lens scratch (no base lens, touch sensor, or display damage)	Not covered	N/A
Replaceable lens hardcoat chipped / cracking	Not covered	N/A
Main lens denting (no pixel damage)	Not covered	N/A
Main lens scratching (e.g. with replaceable lens removed)	Not covered	N/A
Main lens cracking/shattering	Covered	Special Shatterproof warranty for 1st owner for up to 4 years
Display Pixel damage (bright or dead pixels / lines)	Covered	Normal Warranty Coverage
Display Cracking/Shatter	Covered	Special Shatterproof warranty for 1st owner for up to 4 years
Touch Sensor Damage	Covered	Normal Warranty Coverage
All Other Damage	Per normal warranty process	Normal Warranty Coverage

Field Service Action:

Until further notice, when servicing a Droid Turbo 2 or Moto X Force (XT1580, XT1581, XT1585) that shows a shattered/cracked display:

1. Verify that there is not internal physical damage present.
2. If no additional physical damage is present inside the device, proceed to replace

the shattered/cracked screen.

3. Proceed with the standard repair process.
4. The shattered/cracked display should be replaced at **No Charge to the Consumer**.
5. Submit a warranty claim to Motorola for the display replacement transaction.
6. Return the replaced display to Motorola as instructed.

Service Inventory:

N/A

Call Center Action:

When responding to XT1585 Droid Turbo 2 or XT1580/XT1581 Moto X Force users reporting symptoms of their device's lens/display cracking, then:

1. Request end user to provide a picture of the damage to validate the cracked display/lens
2. Validate device is within the 4 year warranty policy
3. If 1 and 2 above are confirmed, then instruct user to return their device for repair, per this bulletin.
 - a. If damage is confirmed to be limited to the removable lens, educate the end user on the options for replacement for your region.
 - i. **NA ONLY:**
https://motorola-global-portal.custhelp.com/app/answers/prod_answer_detail/a_id/108727
 - ii. **All Other Regions:** Direct end user to service center for a quote on replacing the removable lens

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0036 - Lens - Cracked

Problem Found Code: P0051 - Cracked Display/Lens

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