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INFORMATIONAL FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2015-71
Author	Tony Bryan
Date	11/10/2015
Subject	XT1585 Droid Turbo 2 - SIM Tray - Detached End-Cap
Model Affected	XT1585 Droid Turbo 2
Level Of Repairs	Level 1

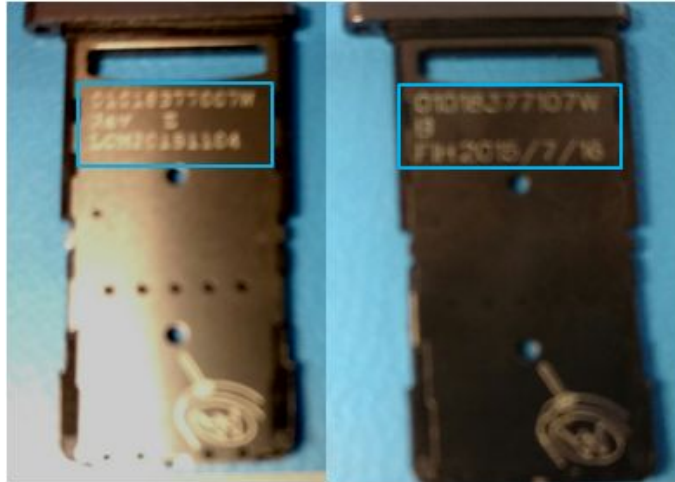
Problem:

Motorola is aware of a potential field return issue on the Droid Turbo 2 product related to SIM Tray. Design verification testing identified an issue where excessive force from drop could cause the End-Cap to detach from the SIM Tray.



Solution:

Motorola implemented changes to the SIM Tray, at both suppliers, to resolve this issue. See image below:



Supplier A (P/N: 01018377007/8/9) - Rev E or later
Supplier B (P/N: 01018377107/8/9) - Rev B or later

Field Service Action:

When servicing Droid Turbo 2 customer returns with a damaged SIM Tray, replace using newer SIM Trays.

- Supplier A (P/N: 01018377007/8/9) - Rev E or later
- Supplier B (P/N: 01018377107/8/9) - Rev B or later

Service Inventory:

Purge / Scrap Old Parts, replace with new parts:

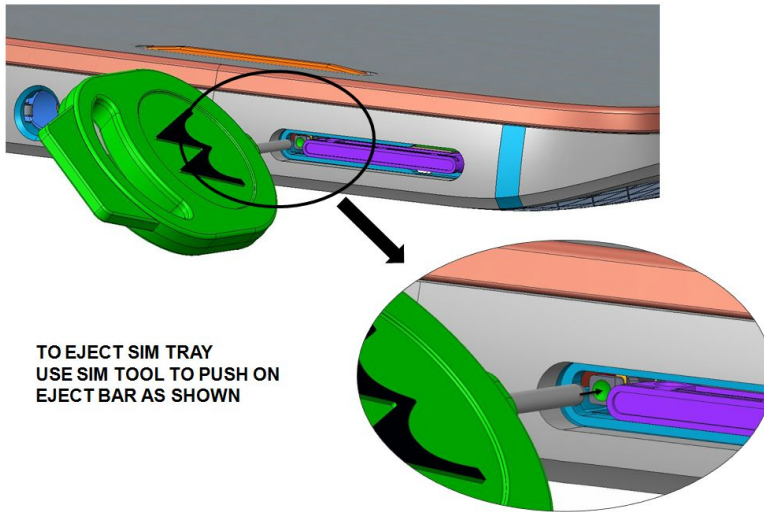
- Purge/Scrap any existing inventory of older SIM Trays
 - Supplier A (P/N: 01018377007/8/9) - Rev D or earlier
 - Supplier B (P/N: 01018377107/8/9) - Rev A or earlier
- Stock only newer SIM Trays
 - Supplier A (P/N: 01018377007/8/9) - Rev E or later
 - Supplier B (P/N: 01018377107/8/9) - Rev B or later

Call Center Action:

When responding to Droid Turbo 2 users reporting that their SIM Tray is broken and cannot be ejected, then:

1. Reference the image provided below to assist the user with ejecting the broken SIM Tray with SIM Tool.

SIM TRAY EJECTION WITH DETACHED DOOR



TO EJECT SIM TRAY
USE SIM TOOL TO PUSH ON
EJECT BAR AS SHOWN

- Reference the matrix below to identify and ship the customer the proper color replacement SIM Tray from stock.

What SIM Tray to Use?

Item #	Part Number	QTY	Brief Part Description	US					
				S-JUG7242AA Black CSR 32GB	S-JUG7314AA White Silver 32GB	S-JUG7288AA Black Nylon 32GB	S-JUG7289AA Black Leather Pebble 32GB	S-JUG7367AA White Silver 32GB	S-JUG7436AA Black Nylon 32GB
32	01018377007W	1.0	ASSY,HSG,SIM DOOR, FULL FLOOR TRAY,SINGLE SIM,METALLIC DK GRAY	<		<			<
	01018377008W	1.0	ASSY,HSG,SIM DOOR, FULL FLOOR TRAY,SINGLE SIM,METALLIC SILVER,KI		<			<	
	01018377009W	1.0	ASSY,HSG,SIM DOOR, FULL FLOOR TRAY,SINGLE SIM,METALLIC CHAMPAGNE				<		

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0025 - SIM Card Problem

Problem Found Code: P0039 - SIM/UMTS/SD Operation

REF Designator Code: RD019 - DOOR

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