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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-14
Author	Tony Bryan
Date	03/04/2016
Subject	XT1585 Droid Turbo 2, XT1580 Moto X Force - Rear Camera - Can't Launch
Model Affected	XT1585 Droid Turbo 2, XT1580 Moto X Force
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential field return complaint on the Droid Turbo 2 / Moto X Force products. Some users reported issues with their device's Rear Camera, such as:

- Cannot Open/Launch Camera (error message)
- Rear Camera Viewfinder Blank

Engineering analysis of the devices found that the 21MP Rear Camera Module (Service P/N: 01018287001W) was not functioning due to internal connection issues caused by poorly formed micro-via. This is a component fabrication issue at the camera supplier.

Solution:

The camera supplier has implemented process improvements to resolve this issue as of November 15, 2015 (Date Codes: 1547 or later). For details on component date code markings, see Figure 1 below.

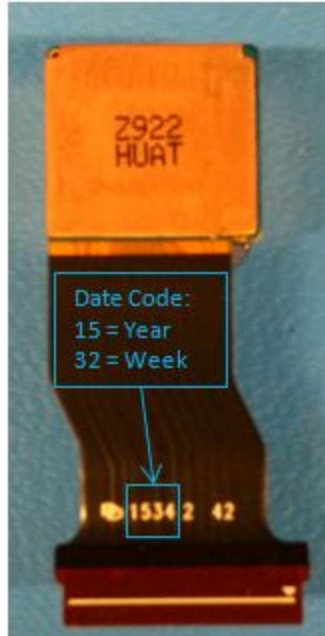


Figure 1 - Date Code Markings

Field Service Action:

When servicing Droid Turbo 2 / Moto X Force customer returns with complaints related to Camera, then:

1. Confirm the customer complaint by testing the Rear Camera functionality, using approved testing procedures. If confirmed:
2. Following Service Manual, carefully disassemble device and replace 21MP Rear Camera Module (Service P/N: 01018287001W).
 - a. If the Rear Camera issue persists, then this bulletin does not apply. Follow normal troubleshooting to determine the problem, looking closely at solder connections on Rear Camera ZIF Connector (J5500).
 - b. If the Rear Camera functions properly with the known good new part, then proceed to Step #4
3. Per Service Manual, carefully reassemble the device and completely retest the device, per standard Service procedure, to ensure proper repair.

Service Inventory:

Purge existing inventory of the 21MP Rear Camera Module (Service P/N: 01018287001W) and scrap affected date codes. Refer to Figure 1 above.

Call Center Action:

When responding to Droid Turbo 2 / Moto X Force users reporting symptoms with their

device's rear camera, then:

1. Follow normal troubleshooting steps to resolve the users symptom.
2. If normal troubleshooting cannot resolve the users symptom, then instruct user to return their device for repair, per this bulletin.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0004 - Camera Problem

Problem Found Code: P0007 - Camera

REF Designator Code: RD012 - CAM

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