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## **STANDARD FIELD SERVICE BULLETIN**

FSB Number	CHRAEFSB2016-19 Rev. 1
Author	Tony Bryan
Date	08/30/2016
Subject	Moto G4 Plus, Moto G4 - Touch Screen, Auto-Selects (ghost touches) w/ Turbo Charger
Model Affected	XT164x, XT162x
Level Of Repairs	Level 2

### **Problem:**

Motorola is aware of a potential customer experience issue on the Moto G4 / Moto G4 Plus products related to touchscreen performance. Some users reported that their device would start auto-selecting (ghost touches) when connected to their Turbo Charger. Engineering analysis determined the issue was caused by incorrect calibration data from the Display/Touch panel supplier. The incorrect calibration data does not properly account for the noise level of the higher wattage Turbo Charger.

### **Solution:**

The Display/Touch panel supplier completed a screen and re-calibration of all affected material.

Factory adjusted test limits to effectively identify and re-calibrate any improperly calibrated touch panels - Completed July 02, 2016.

A new test (TouchScreen\_Cal) was integrated into the latest released version of the MotoService Tool (Version 2.0.3 and later) for Moto G4 / Moto G4 Plus products to complete touch panel re-calibration.

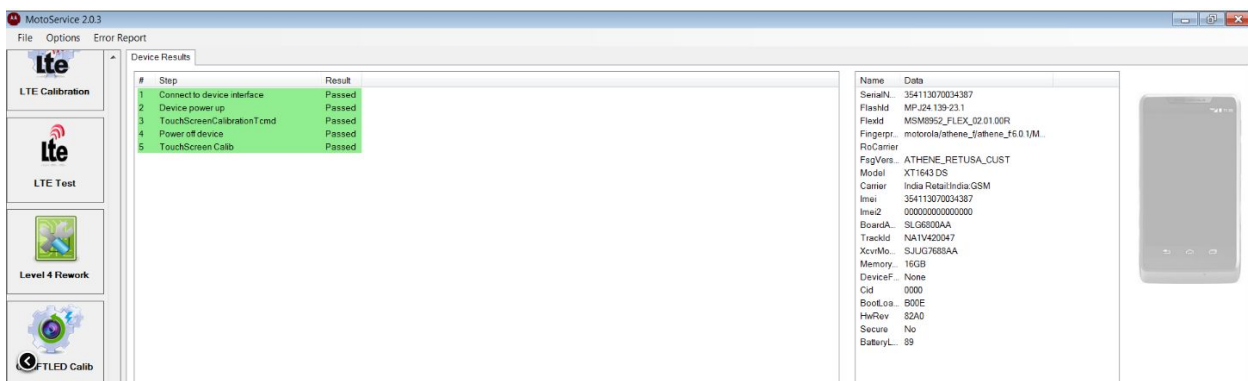
## Field Service Action:

When servicing ALL customer returns on the Moto G4 / Moto G4 Plus products with a MSN indicating a Month Of Shipment (MOS) prior to July 2016, then:

**Example MSN:** R253DJ5V4F = **D = Year (2016), J = Month (MAY)**

**A,B = Jan - C,D = Feb - E,F = Mar - G,H = Apr - J,K = May - L,M = June - N,P = July**

1. Utilize the latest released version of the MotoService Tool (Version 2.0.3 or later w/ added TouchScreen\_Cal) to complete touch panel re-calibration. **Note:** Ensure device is not touched during the re-calibration process.
2. Proceed with normal repair process flow.



## Service Inventory:

No Action Required.

## Call Center Action:

When responding to Moto G4 / Moto G4 Plus users reporting issues related to "Touch Screen Auto-Selects (ghost touches)", then:

1. Confirm that the issue is seen when device is connected to their Turbo Charger.
2. Direct the user to local Service-Center for warranty repair of their device, per this bulletin.

## Service Entry Code:

### **Global M-Claims Codes:**

Customer Complaint Code: C0029 - Touchscreen

Problem Found Code: P0034 - Touch Screen

REF Designator Code: RD007 - DIS

## Repair Code: R0006 - Rephased Phone

### **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