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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-19 Rev. 2
Author	Tony Bryan
Date	11/07/2016
Subject	Moto G4 Plus, Moto G4 - Touch Screen, Auto-Selects (ghost touches)
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's touch screen would start auto-selecting (ghost touches) when connected to charger and/or during normal use.

Engineering analysis traced the issue to one particular supplier's Display/Touch Panel which was not functioning properly due to either to incorrect calibration data or a hardware issue with the touch panel itself.

Phone Model	Affected Part Number(s)	Non-Affected Part Number
Moto G4 (XT162x)	01018838004W	0101883700xW
Moto G4 Plus (XT164x)	0101872500xW	0101872600xW

Solution:

Motorola worked with the affected Display/Touch Panel supplier to address the issue with incorrect panel calibration data. Motorola added new testing at both Factory Production and Global Service to identify and re-calibrate any improperly calibrated touch panels. - Completed July 02, 2016.

Motorola is continuing to work with the affected Display/Touch Panel supplier to better understand the touch performance issues with their part. This bulletin will be updated once more information is available and the issue with the supplier's Display/Touch Panel has been resolved.

Field Service Action:

When servicing customer returns on the Moto G4 / Moto G4 Plus products with complaints related to "Touchscreen, Auto-Selects (ghost touches)", then:

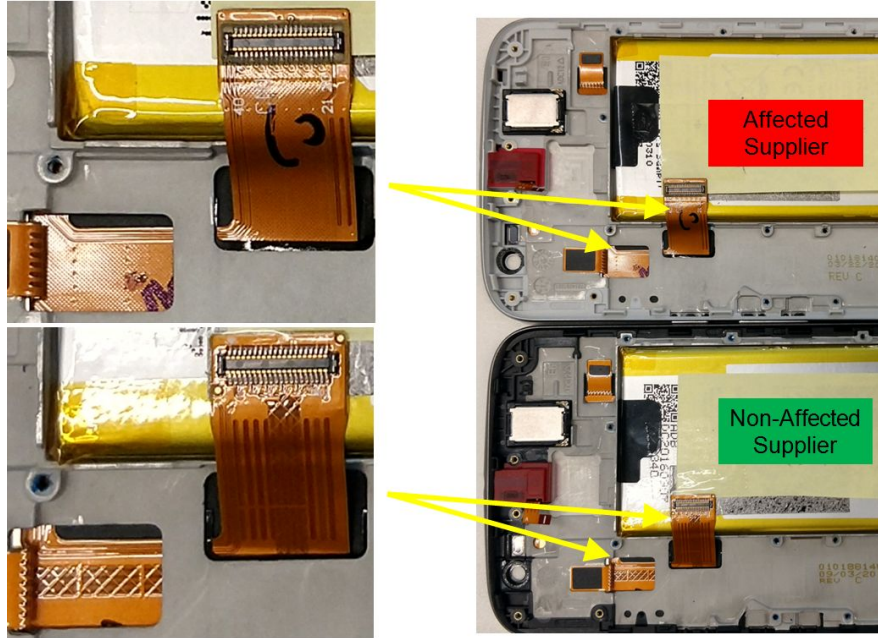
1. Regardless of test result, disassemble device and replace the Display/Touch Panel using ONLY the non-affected supplier part numbers.
2. Reassemble and complete full functional testing, per SOP, to ensure proper repair.

Service Inventory:

- Update SBOM to remove the Affected Part Numbers listed below.
- Deplete any existing stock of Display/Touch Panel parts from the the affected supplier, on Non-Touchscreen related repairs..
- Going forward order and stock ONLY Display/Touch Panel parts from the non-affected supplier for field replacement on Moto G4 / Moto G4 Plus products.

Phone Model	Affected Part Numbers	Non-Affected Part Numbers
Moto G4 (XT162x)	01018838004W	0101883700xW
Moto G4 Plus (XT164x)	0101872500xW	0101872600xW

NOTE: If replacing the F-Hsg Assy (P/N: 0101879600xW / 0101885900xW), then use the provided image below, calling out display flex pattern differences, to help identify Display/Touch Panel part numbers.



F-Hsg Assembly Level Sorting Method By Flex Pattern

Call Center Action:

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

1. Follow normal troubleshooting steps to attempt to resolve the user’s issue.
2. 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: C0029 - Touchscreen

Problem Found Code: P0034 - Touch Screen

REF Designator Code: RD007 - 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