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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-22 Rev. 1
Author	Tony Bryan
Date	08/30/2016
Subject	Moto G4, Moto G4 Plus - Side-Keys (Stuck / Loose Keys)
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 Side-Keys. Some users reported experiencing either poor tactile feel (stuck side-keys) or Loose Keys on their Moto G4 / Moto G4 Plus device. See Figure 1.0 below.

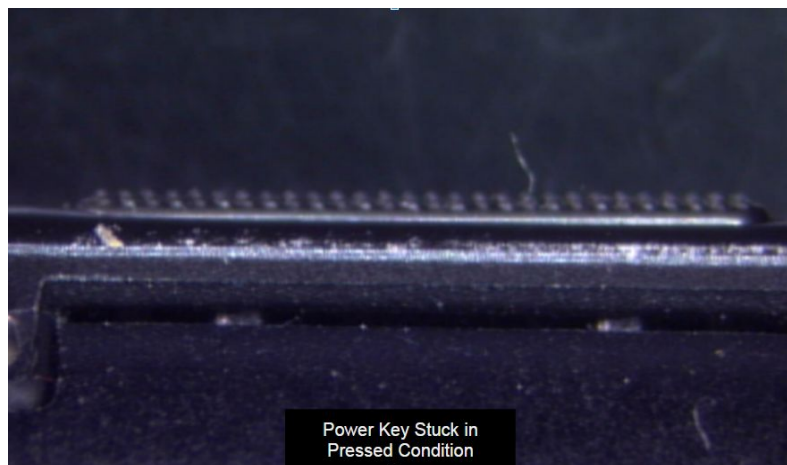


Figure 1.0 - Example Stuck Side-Key

1. Stuck Keys: Engineering analysis determined the issue was caused by improper alignment between the side-key buttons and the SMT switches on the PCBA.
2. Loose Keys: Engineering analysis determined this issue was a side-effect of the Stuck

Keys issue above. Key Buttons showed damage indicating user likely picked the key out after it got stuck initially.

Solution:

As of 5/31/16, the factory added a Side-Key Kapton Shim (p/n: 11018240001) to the Assembly Process to help better align the side-key button plungers to the SMT switches on the PCBA. See Figure 2.0 below.

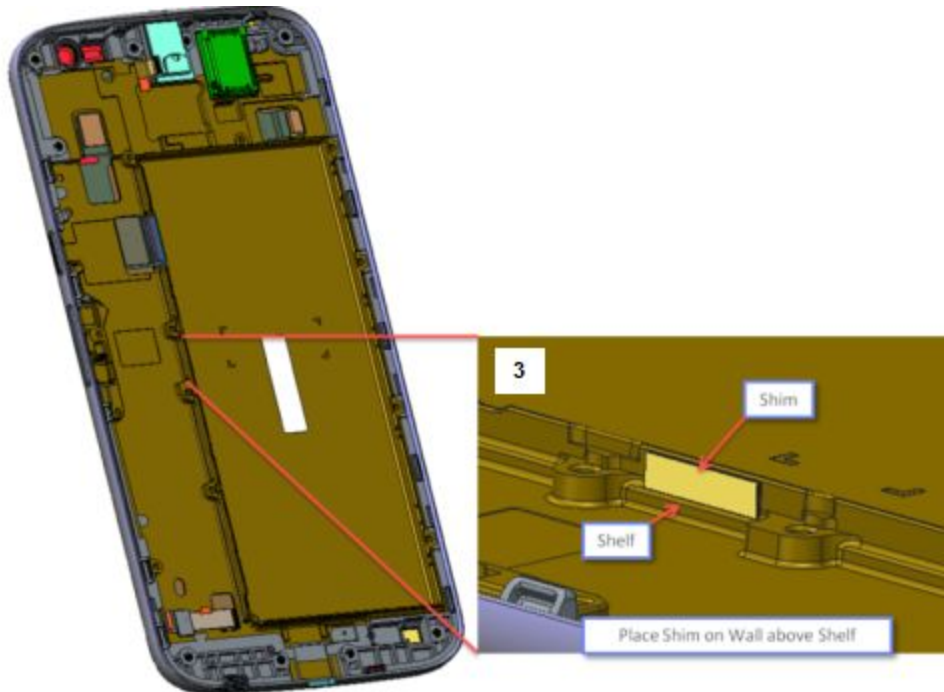


Figure 2.0 - Side-Key Kapton Shim Placement

Note: Shim must sit above shelf of housing wall and must be hand pressed to achieve good wetting on housing surface.

Field Service Action:

When servicing ALL customer returns on the Moto G4 and Moto G4 Plus products, that require disassembly as part of the normal repair process, then:

1. Inspect for and place if necessary the Side-Key Kapton Shim (p/n: 11018240001) prior to reassembly. See Figure 2.0 above.

Service Inventory:

New Part added to SBOM:

- Stock Side-Key Kapton Shim (p/n: 11018240001) to support field repair on Moto G4 and Moto G4 Plus products

Call Center Action:

When responding to users reporting loose or stuck side-keys on their Moto G4 device, then:

1. Follow normal troubleshooting steps to attempt to resolve the user's issue.
 - a. 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: C0033 - Non-Functional Side Keys

Problem Found Code: P0019 - Keys External (Side)

REF Designator Code: RD055 - PAD

Repair Code: R0005 - Reassemble -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