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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-26
Author	Tony Bryan
Date	08/29/2016
Subject	Moto G4 Plus - Fingerprint Reader
Model Affected	XT164x
Level Of Repairs	Level 1

Problem:

Motorola is aware of a potential customer experience issue on the Moto G4 Plus product related to Fingerprint Reader. Moto G4 Plus users reported experiencing two different issues with the Fingerprint Reader on their device.

1. No option for "Fingerprint" in menu under Settings/Security. See Figure 1.0 below.
2. Fingerprint Reader stops responding and/or not able to read properly

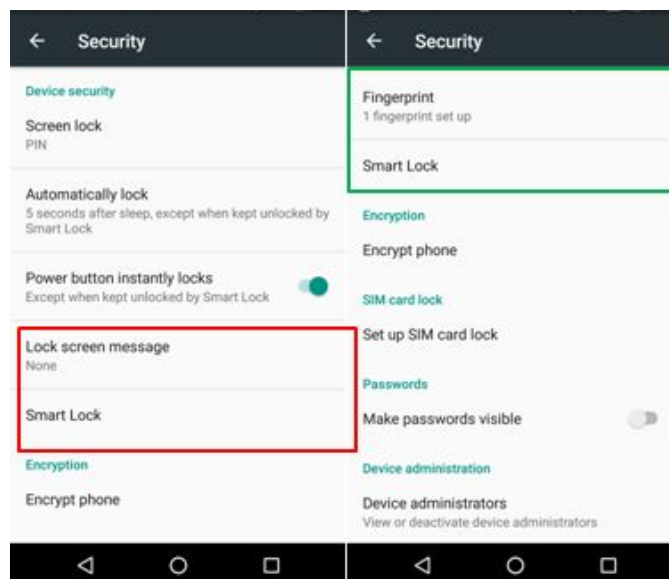


Figure 1.0 - Security Settings (Fingerprint)

Engineering analysis was able to determine the root cause of the issue, in both cases.

1. No option for "Fingerprint" in menu under Settings/Security - Fingerprint Sensor has mechanical damage to discrete components on flex due to assembly rework. See Figure 2.0 below.

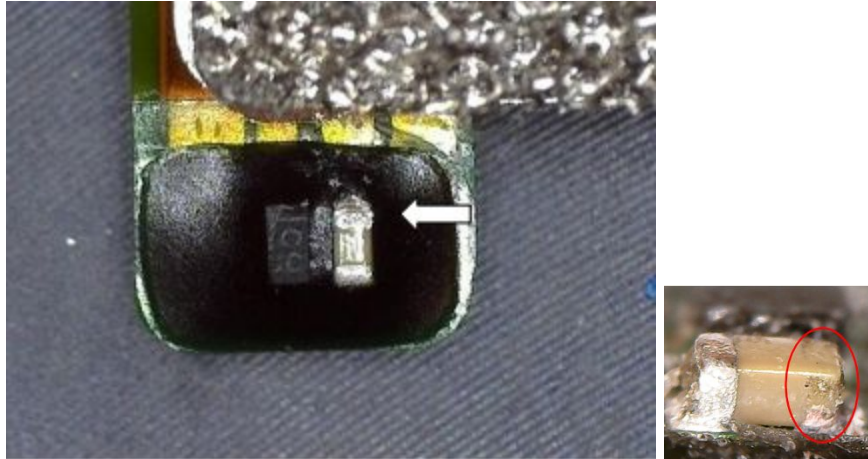


Figure 2.0 - Fingerprint Sensor, Discrete Component Dmg

2. Fingerprint Reader stops responding and/or not able to read properly - Fingerprint Sensor has open IRQ (Interrupt Request) line due to ACF Bond separation.

Solution:

1. Damaged Components on Flex: Factory Assembly Process Improvements - Completed 7/1/2016
2. ACF Bond Separation: Supplier optimized ACF Bonding Process - Completed 8/25/2016

Field Service Action:

When servicing customer returns on the Moto G4 Plus product, with customer complaint related to Fingerprint Reader, then:

1. Confirm issue by testing Fingerprint Sensor functionality, using approved test procedures, if confirmed:
2. Replace the Fingerprint Sensor (p/n: 0101885600xW or 0101871500xW)
3. Reassemble and complete full functional testing to ensure proper repair.

Important Note: If reworking the Fingerprint Sensor, then complete 100% inspection of discrete components on flex under magnification and add a 100% functional re-test prior to reassembly into F-Hsg.

Service Inventory:

Running Change - Deplete Existing Inventory

- Stock Fingerprint Sensor (p/n: 0101885600xW or 0101871500xW) to support this bulletin.

Call Center Action:

When responding to users reporting issues with the Fingerprint Reader on their Moto G4 Plus device, then:

1. Follow normal troubleshooting steps to attempt to resolve the user's issue, including:
 - a. Power-Cycle Device
 - b. Assist the users with removing existing stored Fingerprint and going back through the enrollment process to re-add a Fingerprint. See [FAQ](#)
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: C0031 - Fingerprint Scan

Problem Found Code: P0037 - Sensor Failure

REF Designator Code: RD021 - OE

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