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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-27
Author	Tony Bryan
Date	08/29/2016
Subject	Moto G4, Moto G4 Plus - Speaker Audio
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 product related to Speaker Audio. Some users reported experiencing intermittent audio issues with their Moto G4 / Moto G4 Plus device like those listed below.

- No/Low Speaker Audio in Calls
- No/Low Alert and/or Notification Ringtones

Engineering analysis determined issue was caused by contamination of the gold speaker contacts located on the Rear housing (p/n: 0101878600xW). See Figure 1.0 below. The source of the contamination was traced to an epoxy resin used in supplier assembly process.

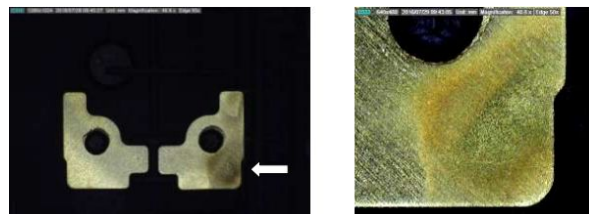


Figure 1.0 Speaker Contact Contamination

Solution:

Motorola is working with rear housing supplier to optimize assembly process controls to

prevent the contamination of the gold contacts.

Field Service Action:

When servicing customer returns on the Moto G4 / Moto G4 Plus products, with customer complaint related to Speaker Audio, then:

1. Confirm issue by testing Speaker Audio functionality, using approved test procedures. Some slight twisting pressure applied to the housing may be required to help reproduce the issue , if confirmed:
2. Replace both the Earpiece Speaker (p/n: 50014061001) and the Rear Housing (p/n: 0101873600xW).
3. Reassemble and complete full functional testing to ensure proper repair.

Note: Wear finger-cot protection and use caution to ensure not to touch/dmg speaker pins or speaker contacts during reassembly.

Service Inventory:

Running Change - Deplete Existing Inventory

- Stock Earpiece Speaker (p/n: 50014061001) to support this bulletin.
- Stock Rear Housing (p/n: 0101873600xW) to support this bulletin.

Call Center Action:

When responding to users reporting issues with Speaker Audio on their Moto G4 / Moto G4 Plus device, 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: C0002 - Ringer/Speakerphone Issues

Problem Found Code: P0016 - Housing

REF Designator Code: RD023 - RH

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