



Motorola Mobility LLC  
222 West Merchandise Mart Plaza  
Suite 1800  
Chicago, IL 60654, USA  
Website: <https://motorola-global-portal.custhelp.com/app/mymotorola/portal>

## **STANDARD FIELD SERVICE BULLETIN**

FSB Number	CHRAEFSB2017-19 <a href="#">Rev. 4</a>
Author	Tony Bryan
Date	11/03/2017
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.

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

### **Solution:**

Motorola initially 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 later worked with the affected Display/Touch Panel supplier to identify a second issue with the touch panel itself that could not be resolved with recalibration. The supplier was able to trace the cause of the second issue to a process control problem during fabrication of the touch panel, resulting high raw capacitance values in two specific areas of the panel.

Supplier has resolved this process control issue and started shipping new Display/Touch Panel material as of June 14th, 2017. See detailed information below to identify Display/Touch Panel material post corrective action.



**Carton Box Label Markings**



Last two digits of Gregorian calendar year		
1 - January	5 - May	9 - September
2 - February	6 - June	A - October
3 - March	7 - July	B - November
4 - April	8 - August	C - December
01 - 1	11 - B	21 - M
02 - 2	12 - C	22 - N
03 - 3	13 - D	23 - P
04 - 4	14 - E	24 - R
05 - 5	15 - F	25 - S
06 - 6	16 - G	26 - T
07 - 7	17 - H	27 - V
08 - 8	18 - J	28 - W
09 - 9	19 - K	29 - X
10 - A	20 - L	30 - Y
		31 - Z

**Display Panel Markings: 176L = 6/20/2017**

## **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 either non-affected supplier part numbers or affected supplier part numbers that have been confirmed to be date coded after 6/14/2017.
2. Reassemble and complete full functional testing, per SOP, to ensure proper repair.

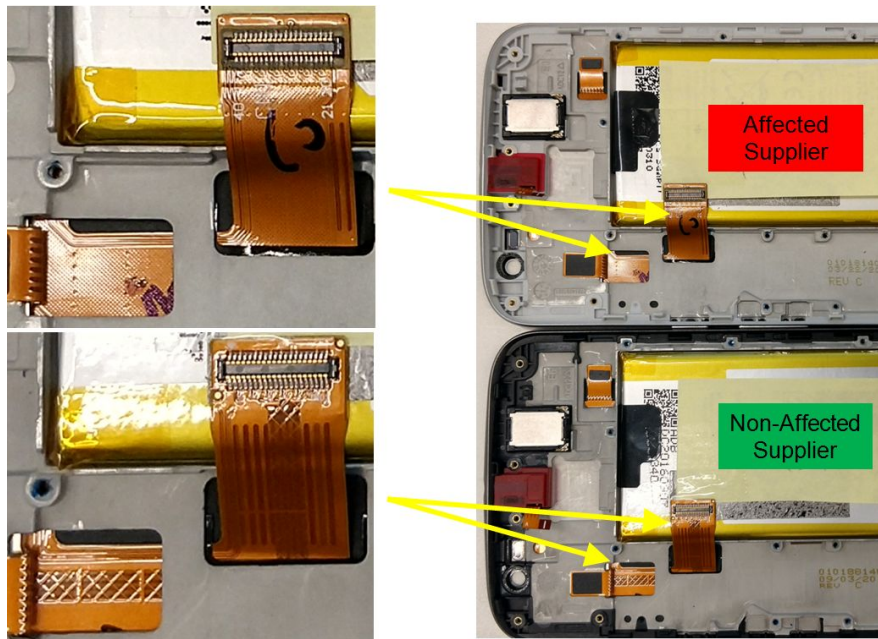
## **Service Inventory:**

- Update the SBOM to list all Non- Affected Supplier Part Numbers as primary source and all Affected Supplier Part Numbers as secondary source for both Display/Touch Panel and F-Hsg Assy.
- Re-Screen Inventory for all Affected Supplier Part Numbers to ensure all in-stock material is date coded after 6/14/2017.

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

Phone Model	Affected F-Hsg Assy Part Numbers	Non-Affected F-Hsg Assy Part Numbers
Moto G4 (XT162x)	01018859001W 01018859002W	01018859009W 01018859010W
Moto G4 Plus (XT164x)	01018796002W 01018796001W	01018796009W 01018796008W

**NOTE:** Affected F-Hsg Assy (P/N: 01018796001/2W / 01018859001/2W) can be visually sorted further using 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**



**Note:** As of September 2017, the Affected Supplier started adding a black colored dot on the Display Flex Connector as shown above to help identify post corrective action material at the F-Hsg Assy Level.

### **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