![motorola a lenovo company]

STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-30 Rev. 1
Author	Tony Bryan
Date	10/31/2016
Subject	Moto Z Play, Moto Z Force Droid, Moto Z, Moto Z Droid - Fingerprint Reader
Model Affected	XT1650-01/02/03/04/05, XT1635-01/02/03
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential customer experience issue on the Moto Z Family products, related to the Fingerprint Reader. Affected users may report experiencing one or all of the symptoms listed below on their Moto Z/Moto Z Force/Moto Z Play device.

1. Device constantly shows error message "Unfortunately System.UI has stopped". See Figure 1.0 below.
2. User sees no option for "Fingerprint" in menu under Settings/Security. See Figure 2.0 below.
3. Fingerprint Reader stops responding and/or not able to read properly

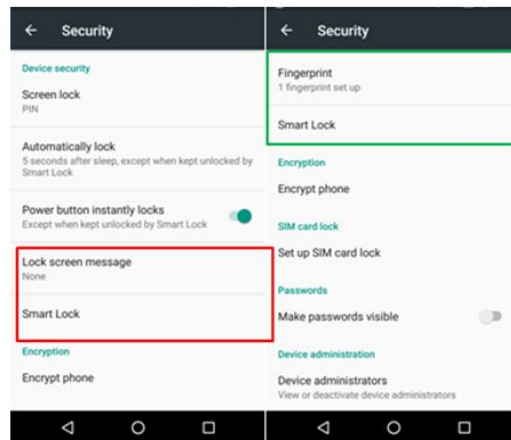Figure 1.0 – System.UI Error Message   Figure 2.0 – Security Setting Missing Fingerprint

Engineering analysis determined that the Fingerprint Sensor (FPS) was not functioning properly on the device due to delamination of the ACF Bonds as a result of process issues at a particular supplier. See the table below for part number detail by supplier.

Affected Supplier: FPS Assy P/N's	
Moto Z Force	01018722001W, 002W, 003W
Moto Z Play	01018950001W, 003W
Moto Z	01018692001W, 002W, 003W
Non-Affected Supplier: FPS Assy P/N's	
Moto Z Force	01018865001W, 002W, 003W
Moto Z Play	01019015001W, 002W
Moto Z	01018866004W, 005W, 006W

Solution:

The affected supplier has optimized their ACF Bonding Process to help prevent this issue - Completed 8/24/2016. See Figure 3.0 below for how to decode the QR Code print and determine if part was produced after the supplier improvements.
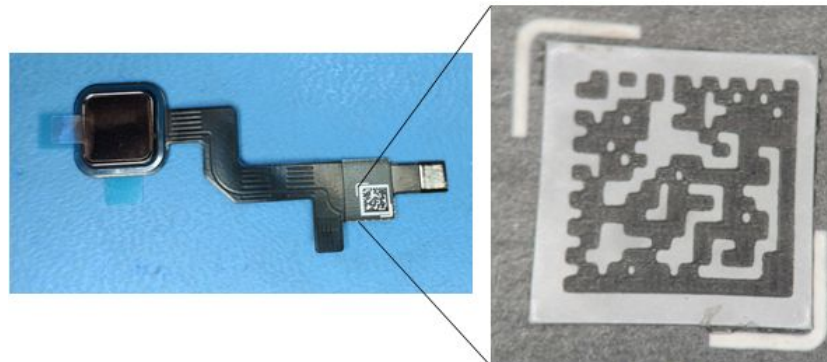
Good Date Code = 8/24/16
QR Code Output: 168R (YYMD)

Day Decode Below

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

Figure 3.0 - Example of scanned output QR Code print

Field Service Action:

When servicing customer returns on the Moto Z Family products, with customer complaints related to Fingerprint Reader, like those listed in the **Problem:** section above, then:
1. Regardless of test result, disassemble device and replace the Fingerprint Sensor.
2. Reassemble and complete the 10x Press Screening on the replaced Fingerprint Sensor.
   - 10x Press Screening Procedure: Operator should apply a firm direct pressure with finger center of the sensor and repeat 10 times. Operator should then re-test functionality to confirm Fingerprint Sensor is still functional after 10x press.
3. Perform full functional testing, per SOP, to ensure proper repair.

Service Inventory:

Running Change - Deplete Existing Inventory:
- Existing inventory of affected supplier material can be used to but MUST complete the additional 10xPress Screening detailed above.
  - Any failures identified from the 10xPress Screening should be placed on hold and tracked for inclusion in Supplier Chargeback.

Going forward please adjust ordering:
- Moto Z: Please Stock FPS P/N: 01018866004W, 005W, 006W - As Primary Source
- Moto Z Force: Please Stock FPS P/N: 01018865001W, 002W, 003W - As Primary Source
- Moto Z Play: Please Stock FPS P/N: 01019015001W, 002W - As Primary Source

Call Center Action:

When responding to users reporting Fingerprint Reader related issues on their Moto Z Family device, like those listed in the **Problem:** section above, 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(s):

      C0014 - Error Message (General)
      C0019 - Power On/Off Issues

C0026 - Menu / Feature / Operation
C0031 - Finger Print 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