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## **FIXTURE/TOOL FIELD SERVICE BULLETIN**

FSB Number	CHRAEFSB2016-32
Author	Tony Bryan
Date	10/11/2016
Subject	Moto Z Play, Moto Z Force Droid, Moto Z, Moto Z Droid - MotoService Tool - Factory Boot Mode
Model Affected	XT1650-01/02/03/04/05, XT1635-01/02/03
Level Of Repairs	Level 2

### **Problem:**

Service is aware of a potential process issue when repairing Moto Z Family products using the MotoService Tool. Upon enumeration, the MotoService Tool forces every device into Factory Boot Mode to enable support of test commands.

If a device is disconnected prior to completing a test profile (i.e. Reflash, Kill Switch CIT or CPI Clear), then the device will be left in Factory Boot Mode.

**Important:** No device cannot be allowed to ship back to the customer with Factory Boot Mode enabled.

### **Solution:**

- **Option 1:** Run CPI Clear or Kill Switch, which includes the step to disable the Factory Boot Mode on 100% of devices.
- **Option 2:** Use manual fastboot command to screen to disable the factory bootmode [**fastboot oem config bootmode ""**]
  - The command must be run on a pc that has the Android SDK installed and setup
  - Remember to add the "" at the end of the command
  - To check the bootmode status, the following commands can be run:

**Run the fastboot command to check status: *fastboot oem config bootmode***

```
ca. Command Prompt
C:\Users\wlad11>fastboot oem config bootmode
***
<bootloader> <UIAG name="bootmode" type="str" protected="false">
<bootloader> <value>
<bootloader> factory
<bootloader> </value>
<bootloader> <description>
<bootloader> To force certain bootmode
<bootloader> <valid values are "fastboot", "factory", "bp-tools", "q
<bootloader> com", and "on-device-diag">
<bootloader> </description>
<bootloader> </UIAG>
OKAY [ 0.053s]
finished. total time: 0.055s

C:\Users\wlad11>
```

Example = Factory Mode Enabled

Run the fastboot command to disable: *fastboot oem config bootmode ""*

```
ca. Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\wlad11>fastboot oem config bootmode
***
<bootloader> <UIAG name="bootmode" type="str" protected="false">
<bootloader> <value>
<bootloader> </value>
<bootloader> <description>
<bootloader> To force certain bootmode
<bootloader> <valid values are "fastboot", "factory", "bp-tools", "q
<bootloader> com", and "on-device-diag">
<bootloader> </description>
<bootloader> </UIAG>
OKAY [ 0.049s]
finished. total time: 0.051s

C:\Users\wlad11>_
```

Example = Factory Mode Disabled

### Field Service Action:

When servicing customer returns on the Moto Z Family products, **All Global Repair Teams Must:**

1. Implement either **Option 1** or **Option 2** above as a control to ensure every device has Factory Boot Mode disabled prior to shipping back to the customer.

### Service Inventory:

No Action Required.