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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	

# FIXTURE/TOOL FIELD SERVICE BULLETIN

# Problem:

Service is aware if 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 devices 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.

## <u>Solution:</u>

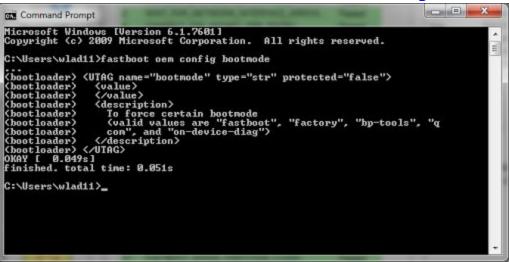
- **Option 1:** Run CPI Clear or Kill Switch, which includes the step to disable the Factory Boot Mode on 100% of devices.
- **Option 2:** Use manual fastboot command to screen to disable the factory bootmode [fastboot oem config bootmode ""]
  - The command must be run on a pc that has the Android SDK 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*

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

Example = Factory Mode Enabled

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



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.