



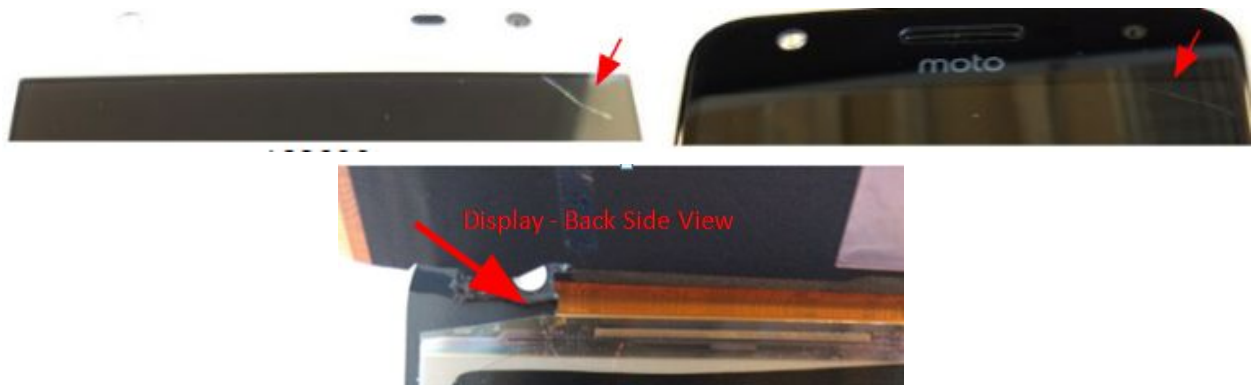
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## **STANDARD FIELD SERVICE BULLETIN**

FSB Number	CHRAEFSB2016-33
Author	Tony Bryan
Date	11/08/2016
Subject	Moto Z Play / Moto Z Play Droid - Blank Display (Cracked Glass)
Model Affected	XT1635-01, 02, 03
Level Of Repairs	Level 2

### **Problem:**

Motorola is aware of a potential field return issue with the Moto Z Play product related to Display. Some devices were returned by users with complaints of either “No Display” or “No Turn On”. Engineering analysis determined that the symptom was actually Blank Display and the cause was edge cracking of the display glass. The cracking typically occurs at the top right corner location as shown in Figure 1.0 below.



**Figure 1.0 - Display Glass Edge Crack**

In these specific cases, the internal display glass was found to be cracking along the chamfered edge with no obvious signs of drop damage to either the external lens glass or housings.

## **Solution:**

Motorola is currently investigating opportunities to help improve display glass robustness against cracking.

## **Field Service Action:**

When servicing Moto Z Play customer returns with complaints related to Display, then:

1. Confirm the customer complaint using approved test procedures.
2. Inspect the device for any obvious signs of physical damage (cracked lens glass, major damage to housings, etc...).
  - a. If display lens glass is cracked or device shows obvious signs of physical damage, then this bulletin does not apply. Contact user and inform them that the device cannot be repaired under warranty.
  - b. If device shows no obvious signs of physical damage, then proceed to Step 3 and complete warranty repair.
3. Per Service Manual, carefully disassemble the device and replace the Display/Lens Assy (Service P/N: 0101910400xW)
4. Per Service Manual, carefully reassemble the device and completely retest the device, per SOP, to ensure proper repair.

## **Service Inventory:**

- Stock Display/Lens Assy (Service P/N: 0101910400xW) to support field replacement on Moto Z Play.

## **Call Center Action:**

When responding to customer inquiries on the Moto Z Play product with “Display” related complaints, then:

1. Follow normal troubleshooting steps to attempt to solve the user’s issue.
  - a. 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:

C0011 - Display - External

C0019 - Power On/Off Issues

Problem Found Code:

P0012 - Main Display

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