



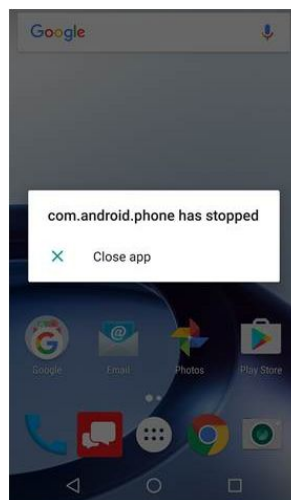
Motorola Mobility LLC
222 West Merchandise Mart Plaza
Suite 1800
Chicago, IL 60654, USA
Website: <https://motorola-global-portal.custhelp.com/app/mymotorola/portal>

INFORMATIONAL FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2016-37
Author	Tony Bryan
Date	12/12/2016
Subject	Moto Z Force Droid, Moto Z, Moto Z Droid - SMS Short Code - Phone App Crash (com.android.phone has stopped)
Model Affected	Android 7.0 (N) Products
Level Of Repairs	Level 1

Problem:

Motorola is aware of a potential customer experience issue on Android 7.0 (Nougat) devices. Some users reported experiencing crashes of the Phone Application (com.android.phone has stopped) on their device after sending SMS Messages.

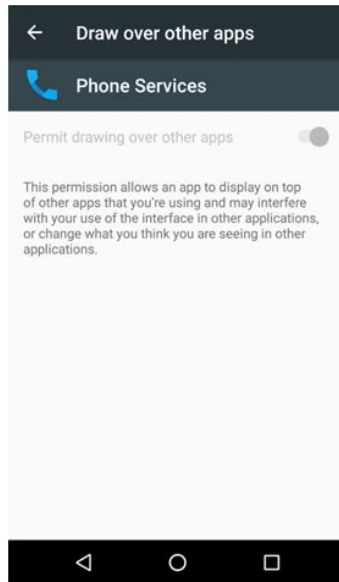


Engineering analysis determined this is an AOSP Bug in Android 7.0 (Nougat) releases

triggered by sending SMS Short Codes (Example: 20094) when the Phone Application does not have permissions enabled to “draw over other apps”.

Solution:

Work-Around: Users can enable permission for Phone Application to “draw over other apps”
Settings->Apps->Configure apps(the gear icon at the top right corner)->Special access->Draw over other apps->Menu->Show system->Phone Services->Enable "Permit drawing over other apps"



Long-Term: Issue will be addressed in future Android 7.x (Nougat) Releases.

Field Service Action:

No Action Required

Service Inventory:

No Action Required

Call Center Action:

When responding to users experiencing crashes of the Phone Application (com.andriod.phone has stopped) on their Android 7.0 (Nougat) device after sending SMS Messages, then:

1. Assist the users to enable permission for Phone Application to “draw over other apps”
 - a. **Settings->Apps->Configure apps(the gear icon at the top right**

corner)->Special access->Draw over other apps->Menu->Show system->Phone Services->Enable "Permit drawing over other apps"

2. Inform users that this is an AOSP Bug that will be addressed in future Android 7.x (Nougat) Releases

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code:

Problem Found Code:

Repair Code:

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