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## **STANDARD FIELD SERVICE BULLETIN**

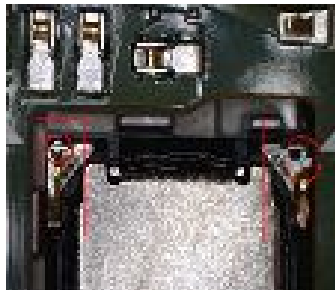
FSB Number	CHRAEFSB2018-8
Author	Tony Bryan
Date	02/23/2018
Subject	Moto G5 - No Speaker Audio
Model Affected	XT1670/71/72/75/76/77
Level Of Repairs	Level 2

### **Problem:**

Motorola is aware of a potential customer experience issue on the Moto G5 product related to Speaker Audio. Some devices, returned with a customer complaint of "No Speaker Audio", were traced to an interconnect issue between Speaker (p/n: 5SB8C07378) and audio flex on Rear Housing Assy (p/n: 5S58C0742x).

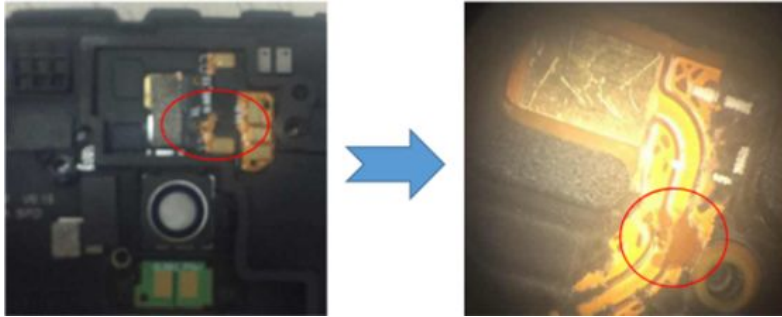
Analysis found two potential causes for the issue to occur, see below:

1. Speaker (p/n: 5SB8C07378): Speaker contacts may get deformed during Factory Assembly process as Rear Housing Assy is attached, resulting in intermittent connection. See Figure 1.0 below.



**Figure 1.0 - Speaker Contacts Deformed**

2. Rear Housing Assy (p/n: 5S58C0742x): The Audio Flex has an improperly formed trace from supplier's etching process, resulting in an open circuit condition. See Figure 2.0 below.



**Figure 2.0 - Audio Flex - Open Trace**

## **Solution:**

The following corrective actions were implemented to resolve the issue:

1. Speaker (p/n: 5SB8C07378): Contacts Deformed - Factory implemented a fixture to aid in Rear Housing Assembly and avoid deforming speaker contacts - Completed WK15 (April 15th) of 2017.
2. Rear Housing Assy (p/n: 5S58C0742x): Audio Flex Supplier improved their etching process to avoid trace damage - Completed WK26 (July 1st) 2017. See image below for Audio Flex date code markings.



**Date Code as shown = 17(YR) 07(WK)**

## **Field Service Action:**

When servicing Moto G5 customer returns with a customer complaint of “No Speaker Audio”, then:

1. Confirm the customer complaint by testing the Audio functionality of the device, using approved testing procedures. **Note:** Some slight twisting pressure applied to the housing may be required to help reproduce the No Speaker Audio symptom , if confirmed:
2. Following Service Manual, carefully disassemble device and remove Rear Housing Assy (p/n: 5S58C0742x).
3. Swap the Rear Housing Assy (p/n: 5S58C0742x) with a new known good part and re-test Audio functionality to determine if the issue tracks the Rear Housing Assy (p/n: 5S58C0742x) or the Speaker (p/n: 5SB8C07378).

4. Replace the determined affected part, based on results of the Swap Testing completed in Step #3.
5. Per Service Manual, carefully reassemble the device and completely re-test to ensure proper repair.

### **Service Inventory:**

No New Action Required: Continue to stock the following parts to support repair on Moto G5, per this bulletin.

- Rear Housing Assy (p/n: 5S58C0742x)
- Speaker (p/n: 5SB8C07378)

### **Call Center Action:**

When responding to customer inquiries on the Moto G5 product with "Audio" related complaints, then:

1. Follow normal troubleshooting steps to resolve the customer's issue.
2. If issue cannot be resolved with normal troubleshooting steps, then instruct them to return the device to Motorola Service for repair, per this bulletin.

### **Service Entry Code:**

#### **Global M-Claims Codes:**

Customer Complaint Code: C0002 - Ringer/Speakerphone Issues

Problem Found Code: P0003 - Loudspeaker

REF Designator Code: RD023 - RH

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