![motorola a lenovo company]

STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2017-8
Author	Tony Bryan
Date	04/05/2017
Subject	Moto G5 Plus - SIM Card / SD Card Insertion
Model Affected	XT1680/81/83/84/85/86/87
Level Of Repairs	Level 2

Problem:

Motorola is aware of a potential customer experience issue on the Moto G5 Plus product related to the proper insertion of SIM Card(s) and/or SD Card. It was identified that the instructional diagram shown in both the Getting Started Guide and User Guide improperly showed the SD Card with the contact facing up. See Figure 1.0 below.
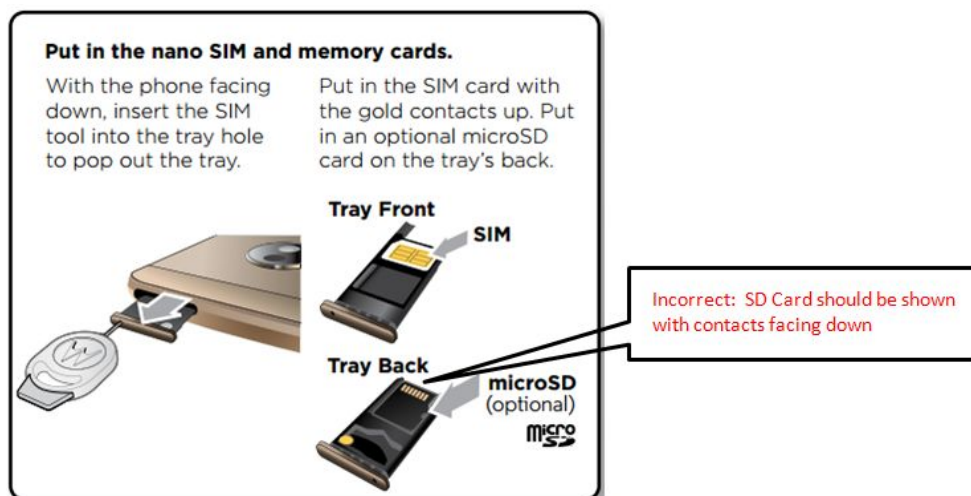The correct insertion is with the contacts facing down.

Figure 1.0 - Diagram showing improper orientation of the SD Card

In addition, it was identified that the Getting Started Guide included in-box with US-Retail

Models was showing the Dual SIM version of the instructional diagram which was incorrect since all US-Retail models are Single SIM.

Solution:

Motorola has corrected the online versions of both the Getting Started Guide and User Guide as of April 11, 2017. Same corrections will be rolled into printed version of the guides as a running change.

Motorola has published a consumer viewable FAQ with correct instructions at the Motorola.Com/Support site (https://motorola-global-portal.custhelp.com/app/home/).
Note: There are two different versions available to accommodate both Single SIM and Dual SIM models. See details below.

SINGLE SIM MODELS

Insert or remove the *SIM* card - Moto G⁵ Plus

1. With the phone facing down, insert the *SIM* tool into the tray hole to pop out the tray.

2. Put in the *SIM* card with the gold contacts facing up. Put in an optional microSD card on the tray's back with the gold contacts facing down.

Tray Front → SIM

Tray Back → microSD (optional)

Click here for details on memory card.

3. Push the tray back into your phone.

DUAL SIM MODELS

Using an SD card on the Moto G Plus (5th Gen.)

Whether its images, music, videos or applications we know that the most important stuff on people's phones is stored in the user memory. The Moto G (5th Gen.) allows you to expand your memory by using a micro SD card.

To insert a memory card:

1. With the phone facing down, insert the SIM tool into the tray hole to pop out the tray.

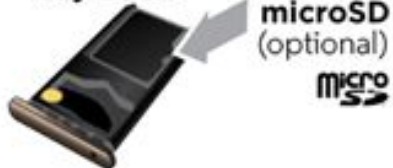
2. Put in the SIM card with the gold contacts facing up. Put in an optional microSD card on the tray's back with the gold contacts facing down.

3. Push the tray back into your phone.

Field Service Action:

Perform the following warranty service procedure on Moto G5 Plus customer returns with complaints related to SIM or SD Card operation, such as:

- No SD Card Detect
- No SIM Card Detect

- No network or not able to make/receive call

1. Confirm the customer complaint by visual inspection of connector or by inserting known good SIM and SD Cards. If confirmed, then:
2. Per Service Manual, carefully disassemble the device.
3. Replace the SIM/SD Combo Module (p/n: 09014220001W).
4. Per Service Manual, carefully reassemble the device.
5. Carefully inspect user's SIM Tray for any damage and replace if damaged (Refer to SBOM for proper part number)
6. Per Standard Service Process, completely retest the device to ensure proper repair.

Service Inventory:

- Stock Inventory of SIM/SD Combo Module (p/n: 09014220001W)
- Stock Inventory of SIM Die-Cut Adhesive (p/n: 11018282001)

Call Center Action:

When responding to Moto G5 Plus users reporting issues with properly inserting SIM Card and SD Card into their device, then:
1. Inform the user that the diagram in the printed version of their Getting Started Guide and User Guide may be incorrect.
2. Direct the user to the consumer viewable FAQ with correct instructions at the Motorola.Com/Support site (https://motorola-global-portal.custhelp.com/app/home/). See detail above.
3. Walk the user through the process and validate their issue is resolved.
   a. If the users issue cannot be resolved with steps above and it is determined that there is a problem with the device (connector damage, stuck card, etc...), then assist the user with returning their device for warranty repair/replacement, per this bulletin.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0025 - SIM Card Problem

Problem Found Code: P0039 - SIM/UMTS/SD Operation

REF Designator Code: RD006 - CO

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