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STANDARD FIELD SERVICE BULLETIN

FSB Number	CHRAEFSB2018-20
Author	Tony Bryan
Date	04/12/2018
Subject	Moto G6 Play - Intermittent Headset Audio (Connector Detect Pin)
Model Affected	XT1922-1/2/3/4/5/10 (ROW Models Only)
Level Of Repairs	Level 3

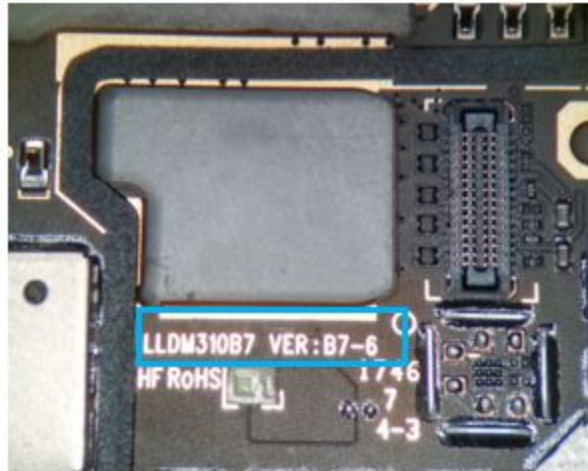
Problem:

Motorola is aware of a potential customer experience issue on the Moto G6 Play product related to Headset Audio. Some internal users reported experiencing "interrupted audio using a wired headset" on their Moto G6 Play device. Internal testing was able to reproduce an intermittent contact issue between the wired headset plug and the headset connector detect pin, when plug is pulled out slightly.

Solution:

Short-Term: Motorola implemented a running change to the Headset Connector (p/n: S938C25814) design which increases the contact force between the plug and internal pins, to improve the performance. - Completed 4/10/2018

Long-Term: Motorola is implementing a further change to the Main-PCBA Layout to move the location of the detect line from the bottom pin to a side pin location. The Main-PCB part number will be updated to reflect this board layout change. Please see details below in Figure 1.0. This will be completed as a running change with a estimated implementation date of June 2018.



Main PCB: LLDM310 REV. B7-6 (shown)
Current Headset Jack Layout = LLDM310 REV. B8-6
Updated Headset Jack Layout= LLDM310 REV. B9-7

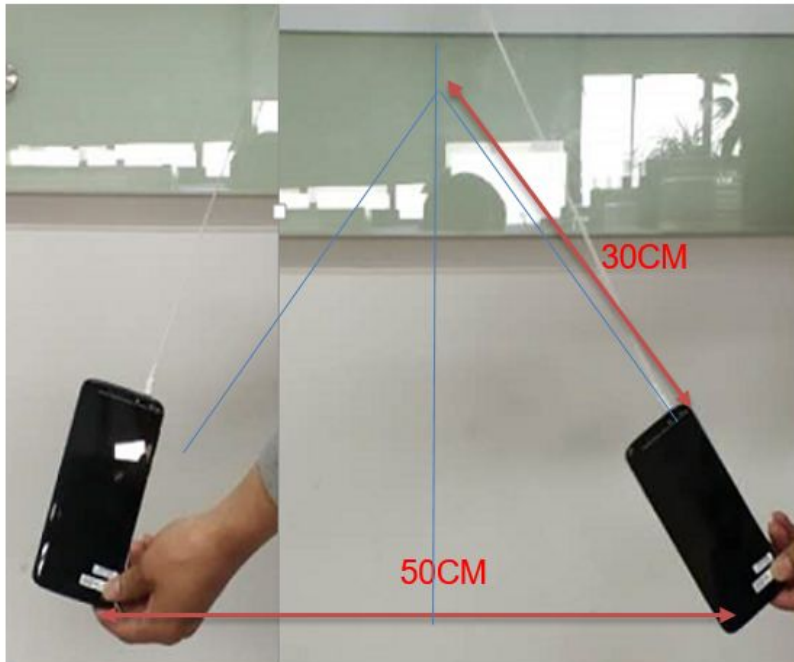
Figure 1.0 - Main-PCBA Part Numbers for Headset Jack Layout Change

Field Service Action:

A. When servicing Moto G6 Play (ROW) devices returned with a customer complaint related to “Headset Audio”, regardless of replicating the complaint, then:

1. Following the Service Manual, carefully disassemble the device to gain access to the Main-PCBA.
2. Replace the J2201 Headset Connector (p/n: S938C25814) regardless of reproducing the “Headset Audio” symptom. Note: Part number did not change but Service Parts Inventory will be updated to use the new revision parts.
3. Perform standard functional testing on device to confirm customer’s original “Headset Audio” related complaint.
 - a. If an audio issue is confirmed, then follow normal troubleshooting steps to determine the problem and repair the device.

B. Service should implement the *Phone-Level Test Screen* method shown below, on Moto G6 Play (ROW) devices shipped prior to May 2018, regardless of complaint, as an outgoing quality measure.



Issue Screen Method (Phone-Level)

1. Fix Wired Headset cable at 30cm position on a table
2. Fully insert plug into phone and start audio playback.
Confirm able to hear audio with phone at free position
3. Pull phone up slightly, about 25cm
4. Free-Swing phone between 50cm distance for 3s
5. Listen to confirm “no sound or interrupt sound” issue does not occur.

Service Inventory:

Purge/Scrap Old Parts, Replace With New Parts:

- Quarantine any existing inventory of Headset Connector (p/n: S938C25814), received prior to 4/10/2018.
 - This material cannot be used with current Main PCB: LLDM310 REV. B8-6. However, this material can be held and used later with new Main PCB w/Updated Headset Jack Layout: LLDM310 REV. B9-7
- Place new orders for Headset Connector (p/n: S938C25814) which will be filled by supplier with newer revision parts. See image below for Reel Data Code location, date codes after 4/10/2018 are new revision part.



Call Center Action:

When responding to customer inquiries on the Moto G6 Play product with “Headset Audio” related complaints, then:

1. Follow normal troubleshooting steps and the information in this bulletin to assess the customer’s issue.
2. If issue is believed to be related to this bulletin or cannot be resolved with normal troubleshooting steps, then instruct them to return the device to Motorola Service for repair.

Service Entry Code:

Global M-Claims Codes:

Customer Complaint Code: C0010 - Connector / Port

Problem Found Code: P0050 - Headset Audio

REF Designator Code: RD034 - J

Repair Code: R0082 - REPL LVL 2.5 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