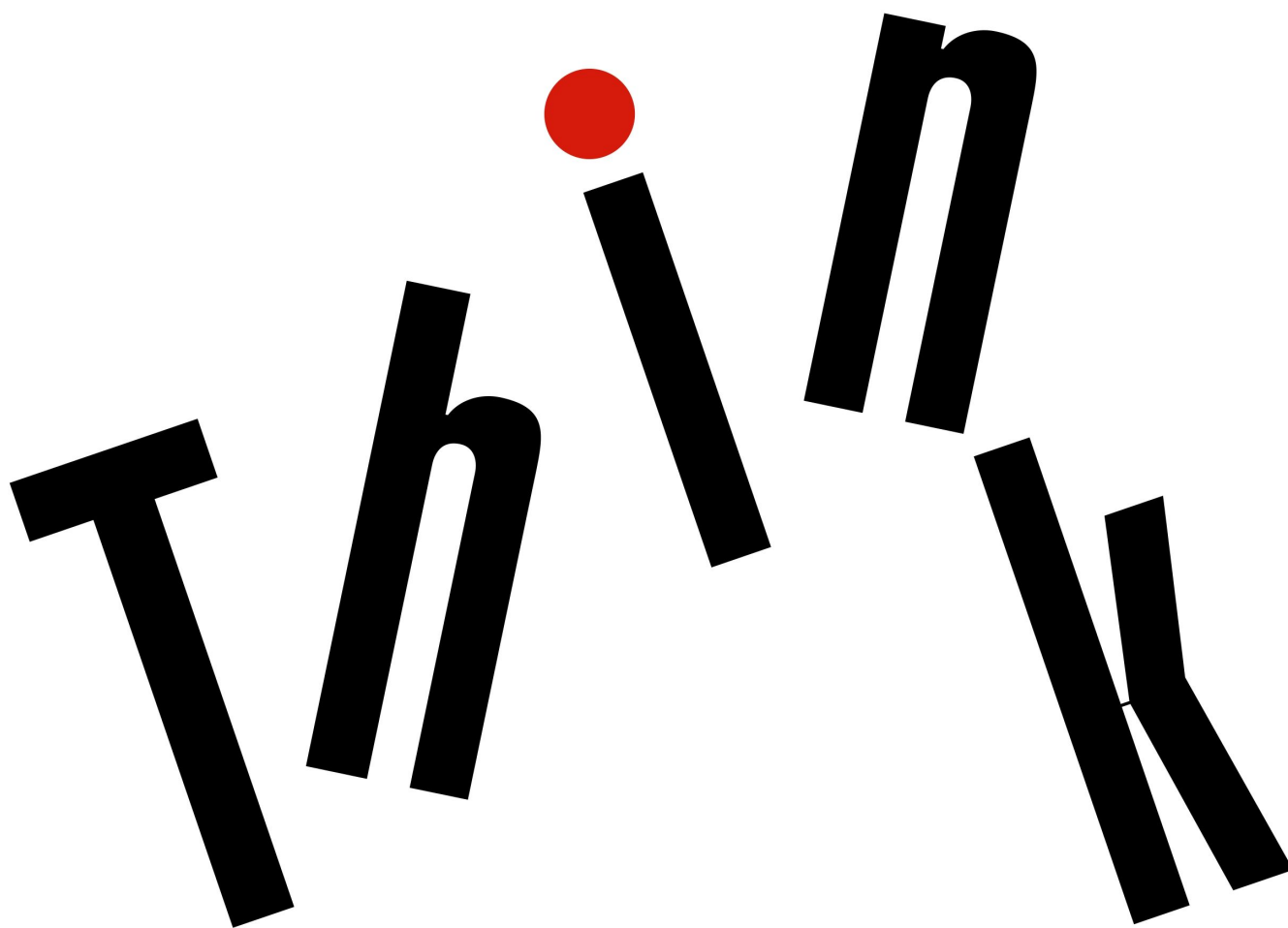




## L570 Hardware Maintenance Manual



**Note:** Before using this information and the product it supports, be sure to read the general information under Appendix A “Notices” on page 113.

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## About this manual

This manual contains service and reference information for the following ThinkPad® notebook computer.

ThinkPad L570

Machine Types (MT): 20J8, 20J9, 20JQ, and 20JR

Use this manual along with the advanced diagnostic tests to troubleshoot problems.

**Important:**

This manual is intended only for trained service technicians who are familiar with ThinkPad products. Use this manual along with the advanced diagnostic tests to troubleshoot problems effectively. Before servicing a ThinkPad product, be sure to read all the information under Chapter 1 “Safety information” on page 1 and Chapter 2 “Important service information” on page 25.



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## Chapter 1. Safety information

This chapter presents following safety information that you need to be familiar with before you service a ThinkPad notebook computer.

- “General safety” on page 1
- “Electrical safety” on page 2
- “Safety inspection guide” on page 3
- “Handling devices that are sensitive to electrostatic discharge” on page 3
- “Grounding requirements” on page 4
- “Safety notices (multilingual translations)” on page 4
- “Laser compliance statement (multilingual translations)” on page 19

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### General safety

Follow these rules to ensure general safety:

- Observe good housekeeping in the area of the machines during and after maintenance.
- When lifting any heavy object:
  1. Ensure that you stand safely without slipping.
  2. Distribute the weight of the object equally between your feet.
  3. Use a slow lifting force. Never move suddenly or twist when you attempt to lift.
  4. Lift by standing or by pushing up with your leg muscles; this action removes the strain from the muscles in your back. *Do not attempt to lift any object that weighs more than 16 kg (35 lb) or that you think is too heavy for you.*
- Do not perform any action that causes hazards to the customer, or that makes the equipment unsafe.
- Before you start the machine, ensure that other service technicians and the customer's personnel are not in a hazardous position.
- Place removed covers and other parts in a safe place, away from all personnel, while you are servicing the machine.
- Keep your tool case away from walk areas so that other people will not trip over it.
- Do not wear loose clothing that can be trapped in the moving parts of a machine. Ensure that your sleeves are fastened or rolled up above your elbows. If your hair is long, fasten it.
- Insert the ends of your necktie or scarf inside clothing or fasten it with a nonconductive clip, about 8 centimeters (3 inches) from the end.
- Do not wear jewelry, chains, metal-frame eyeglasses, or metal fasteners for your clothing.

**Attention:** Metal objects are good electrical conductors.

- Wear safety glasses when you are hammering, drilling, soldering, cutting wire, attaching springs, using solvents, or working in any other conditions that might be hazardous to your eyes.
- After service, reinstall all safety shields, guards, labels, and ground wires. Replace any safety device that is worn or defective.
- Reinstall all covers correctly before returning the machine to the customer.
- Fan louvers on the machine help to prevent overheating of internal components. Do not obstruct fan louvers or cover them with labels or stickers.

---

## Electrical safety

Observe the following rules when working on electrical equipment.

### Important:

Use only approved tools and test equipment. Some hand tools have handles covered with a soft material that does not insulate you when working with live electrical currents.

Many customers have, near their equipment, rubber floor mats that contain small conductive fibers to decrease electrostatic discharges. Do not use this type of mat to protect yourself from electrical shock.

- Find the room emergency power-off (EPO) switch, disconnecting switch, or electrical outlet. If an electrical accident occurs, you can then operate the switch or unplug the power cord quickly.
- Do not work alone under hazardous conditions or near equipment that has hazardous voltages.
- Disconnect all power before:
  - Performing a mechanical inspection
  - Working near power supplies
  - Removing or installing main units
- Before you start to work on the machine, unplug the power cord. If you cannot unplug it, ask the customer to power off the wall box that supplies power to the machine, and to lock the wall box in the off position.
- If you need to work on a machine that has *exposed* electrical circuits, observe the following precautions:
  - Ensure that another person, familiar with the power-off controls, is near you to switch off the power, if necessary.
  - Use only one hand when working with powered-on electrical equipment; keep the other hand in your pocket or behind your back.

**Attention:** An electrical shock can occur only when there is a complete circuit. By observing the above rule, you can prevent a current from passing through your body.

- When using testers, set the controls correctly and use the approved probe leads and accessories for that tester.
- Stand on suitable rubber mats (obtained locally, if necessary) to insulate you from grounds such as metal floor strips and machine frames.

Observe the special safety precautions when you work with very high voltages; Instructions for these precautions are in the safety sections of maintenance information. Use extreme care when measuring high voltages.

- Regularly inspect and maintain your electrical hand tools for safe operational condition.
- Do not use worn or broken tools and testers.
- *Never assume* that power has been disconnected from a circuit. First, *check* that it has been powered off.
- Always look carefully for possible hazards in your work area. Examples of these hazards are moist floors, nongrounded power extension cables, power surges, and missing safety grounds.
- Do not touch live electrical circuits with the reflective surface of a plastic dental mirror. The surface is conductive; such touching can cause personal injury and machine damage.
- Do not service the following parts *with the power on* when they are removed from their normal operating places in a machine:
  - Power supply units
  - Pumps
  - Blowers and fans
  - Motor generators
  - Similar units listed above

This practice ensures correct grounding of the units.

- If an electrical accident occurs:

- Use caution; do not become a victim yourself.
- Switch off power.
- Send another person to get medical aid.

---

## Safety inspection guide

The purpose of this inspection guide is to assist you in identifying potentially unsafe conditions. As each machine was designed and built, required safety items were installed to protect users and service technicians from injury. This guide addresses only those items. You should use good judgment to identify potential safety hazards due to attachment of non-ThinkPad features or options not covered by this inspection guide.

If any unsafe conditions are present, you must determine how serious the apparent hazard could be and whether you can continue without first correcting the problem.

Consider these conditions and the safety hazards they present:

- Electrical hazards, especially primary power (primary voltage on the frame can cause serious or fatal electrical shock)
- Explosive hazards, such as a damaged CRT face or a bulging capacitor
- Mechanical hazards, such as loose or missing hardware

To determine whether there are any potentially unsafe conditions, use the following checklist at the beginning of every service task. Begin the checks with the power off, and the power cord disconnected.

Checklist:

1. Check exterior covers for damage (loose, broken, or sharp edges).
2. Power off the computer. Disconnect the power cord.
3. Check the power cord for:
  - a. A third-wire ground connector in good condition. Use a meter to measure third-wire ground continuity for 0.1 ohm or less between the external ground pin and the frame ground.
  - b. The power cord should be the authorized type specified for your computer. Go to: <http://www.lenovo.com/serviceparts-lookup>.
  - c. Insulation must not be frayed or worn.
4. Check for cracked or bulging batteries.
5. Remove the cover.
6. Check for any obvious non-ThinkPad alterations. Use good judgment as to the safety of any non-ThinkPad alterations.
7. Check inside the unit for any obvious unsafe conditions, such as metal filings, contamination, water or other liquids, or signs of fire or smoke damage.
8. Check for worn, frayed, or pinched cables.
9. Check that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

---

## Handling devices that are sensitive to electrostatic discharge

Any computer part containing transistors or integrated circuits (ICs) should be considered sensitive to electrostatic discharge (ESD.) ESD damage can occur when there is a difference in charge between objects. Protect against ESD damage by equalizing the charge so that the machine, the part, the work mat, and the person handling the part are all at the same charge.

**Notes:**

1. Use product-specific ESD procedures when they exceed the requirements noted here.
2. Ensure that the ESD protective devices you use have been certified (ISO 9000) as fully effective.

When handling ESD-sensitive parts:

- Keep the parts in protective packages until they are inserted into the product.
- Avoid contact with other people.
- Wear a grounded wrist strap against your skin to eliminate static on your body.
- Prevent the part from touching your clothing. Most clothing is insulative and retains a charge even when you are wearing a wrist strap.
- Use a grounded work mat to provide a static-free work surface. The mat is especially useful when handling ESD-sensitive devices.
- Select a grounding system, such as those listed below, to provide protection that meets the specific service requirement.

**Note:** The use of a grounding system to guard against ESD damage is desirable but not necessary.

- Attach the ESD ground clip to any frame ground, ground braid, or green-wire ground.
- When working on a double-insulated or battery-operated system, use an ESD common ground or reference point. You can use coax or connector-outside shells on these systems.
- Use the round ground prong of the ac plug on ac-operated computers.

---

## Grounding requirements

Electrical grounding of the computer is required for operator safety and correct system function. Proper grounding of the electrical outlet can be verified by a certified electrician.

---

## Safety notices (multilingual translations)

The safety notices in this section are provided in the following languages:

- English
- Arabic
- Brazilian Portuguese
- French
- German
- Hebrew
- Japanese
- Korean
- Spanish
- Traditional Chinese



### DANGER

Before the computer is powered on after FRU replacement, make sure that all screws, springs, and other small parts are in place and are not left loose inside the computer. Verify this by shaking the computer and listening for rattling sounds. Metallic parts or metal flakes can cause electrical short circuits.



## DANGER

Some standby batteries contain a small amount of nickel and cadmium. Do not disassemble a standby battery, recharge it, throw it into fire or water, or short-circuit it. Dispose of the battery as required by local ordinances or regulations. Use only the battery in the appropriate parts listing. Use of an incorrect battery can result in ignition or explosion of the battery.



## DANGER

The battery pack contains small amounts of nickel. Do not disassemble it, throw it into fire or water, or short-circuit it. Dispose of the battery pack as required by local ordinances or regulations. Use only the battery in the appropriate parts listing when replacing the battery pack. Use of an incorrect battery can result in ignition or explosion of the battery.



## DANGER

The lithium battery can cause a fire, an explosion, or a severe burn. Do not recharge it, remove its polarized connector, disassemble it, heat it above 100°C (212°F), incinerate it, or expose its cell contents to water. Dispose of the battery as required by local ordinances or regulations. Use only the battery in the appropriate parts listing. Use of an incorrect battery can result in ignition or explosion of the battery.



## DANGER

If the LCD breaks and the fluid from inside the LCD gets into your eyes or on your hands, immediately wash the affected areas with water for at least 15 minutes. Seek medical care if any symptoms from the fluid are present after washing.



## DANGER

To avoid shock, do not remove the plastic cover that protects the lower part of the inverter card.



## DANGER

Though the main batteries have low voltage, a short-circuited or grounded battery can produce enough current to burn personnel or combustible materials.



## DANGER

Unless hot swap is allowed for the FRU being replaced, do as follows before removing it: power off the computer, unplug all power cords from electrical outlets, remove the battery pack, and disconnect any interconnecting cables.



قبل اعادة تشغيل الحاسب بعد الانتهاء من استبدال FRU، تأكد من أنه قد تم اعادة كل من المسامير و السوست وكل الأجزاء الصغيرة الأخرى في أماكنهم ولم يتم فقدهم داخل الحاسب. ويمكن التحقق من ذلك عن طريق هز الحاسب والاستماع لأي صوت صاخب يصدر منه. قد تؤدي الأجزاء أو الرقائق المعدنية الى حدوث دائرة قصر.



تحتوي بعض البطاريات الاحتياطية على كمية صغيرة من مادتي النيكل والكاديوم. لا تقم بفك أو اعادة شحن البطارية الاحتياطية ولا تقم أيضا ببقاءها في النار أو الماء ولا تتسبب في احداث دائرة قصر بها. قم بالتخلص من البطارية كما هو موضح في القوانين المحلية. استخدم نوع البطارية المحدد والذي يوصى باستخدامه. حيث أنه قد يؤدي استخدام نوع بطارية غير صحيح الى اشتعالها أو انفجارها.



تحتوي حزمة البطارية على كمية صغيرة من مادة النيكل. لا تقم بفكها أو بقاءها في النار أو الماء ولا تتسبب في احداث دائرة قصر بها. تخلص من حزمة البطارية وفقا لما هو موضح في القوانين المحلية. قم، عند استبدال حزمة البطارية، باستخدام الأنواع المحددة فقط والتي يوصى باستخدامها. حيث أنه قد يؤدي استخدام نوع بطارية غير صحيح الى اشتعالها أو انفجارها.





قد تتسبب بطارية الليثيوم في حدوث حريق أو انفجار أو حدوث حروق شديدة. لا تقم بإعادة شحن البطارية أو إزالة موصل الاستقطاب الخاص بها ولا تحاول أيضا فكها أو تسخينها لأكثر من ١٠٠ درجة مئوية (٢١٢١ فهرنهايت) أو حرقها أو تعريض محتويات الخانة الخاصة بها للماء. قم بالتخلص من البطارية وفقا لما هو موضح في القوانين المحلية. استخدم نوع البطارية المحدد والذي يوصى باستخدامه. حيث أنه قد يؤدي استخدام نوع بطارية غير صحيح الى اشتعالها أو انفجارها.



خطر

إذا ما انكسرت شاشة LCD ولامس السائل الداخلي عينيك أو يديك، قم في الحال بغسلهما بالماء لمدة لا تقل عن ١٥ دقيقة. إذا ما وجدت أي أعراض بعد الغسل اطلب عندئذ المساعدة الطبية.



خطر

لتجنب التعرض لأي صدمات، لا تقم بإزالة الغطاء البلاستيكي الذي يحمي الجزء الأسفل من بطاقة العاكس.



خطر

على الرغم من أن البطاريات الرئيسية يكون لها جهد منخفض، إلا أنه قد تقوم البطاريات التي حدث قصور بها أو التي تم توصيلها أرضيا بإصدار تيار يكفي لحدوث حروق للأفراد أو تعرض المواد القابلة للاشتعال للحريق.



خطر

ما لم يتم السماح بالتبديل الفوري لأي FRU الجاري استبداله بدون ضرورة اغلاق النظام، قم بتنفيذ ما يلي قبل ازالته، قم بإيقاف تشغيل الحاسب ونزع كل أسلاك الطاقة من المخارج الكهربائية وقم أيضا بإزالة حزمة البطارية ثم قم بفصل أي كابلات متصلة.



PERIGO

Antes de ligar o computador após a substituição da FRU, certifique-se de que todos os parafusos, molas e outras peças pequenas estejam no lugar e não estejam soltos dentro do computador. Verifique isso sacudindo o computador e procurando ouvir sons de peças soltas. Peças metálicas ou lascas de metal podem causar curto-circuito.



#### PERIGO

Algumas baterias reserva contêm uma pequena quantidade de níquel e cádmio. Não desmonte uma bateria reserva, recarregue-a, jogue-a no fogo ou na água, ou deixe-a entrar em curto-circuito. Descarte a bateria conforme requerido pelas leis ou regulamentos locais. Use somente a bateria nas partes listadas apropriadas. O uso de uma bateria incorreta pode resultar em combustão ou explosão da bateria.



#### PERIGO

O pacote da bateria contém uma pequena quantidade de níquel. Não o desmonte, jogue-o no fogo ou na água, ou deixe-o entrar em curto-circuito. Descarte o pacote da bateria conforme requerido pelas leis ou regulamentos locais. Use somente a bateria nas partes listadas apropriadas ao substituir o pacote da bateria. O uso de uma bateria incorreta pode resultar em combustão ou explosão da bateria.



#### PERIGO

A bateria de lítio pode causar incêndio, explosão ou graves queimaduras. Não a recarregue, remova seu conector polarizado, desmonte-a, aqueça-a acima de 100°C (212°F), incinere-a, ou exponha o conteúdo de sua célula à água. Descarte a bateria conforme requerido pelas leis ou regulamentos locais. Use somente a bateria nas partes listadas apropriadas. O uso de uma bateria incorreta pode resultar em combustão ou explosão da bateria.



#### PERIGO

Se o LCD quebrar e o fluido de dentro dele entrar em contato com seus olhos ou com suas mãos, lave as áreas afetadas imediatamente com água durante pelo menos 15 minutos. Procure cuidados médicos se algum sintoma causado pelo fluido surgir após a lavagem.



#### PERIGO

Para evitar choque elétrico, não remova a capa plástica que protege a parte inferior da placa inversora.



## PERIGO

Embora as principais baterias possuam baixa voltagem, uma bateria em curto-circuito ou aterrada pode produzir corrente o bastante para queimar materiais de pessoal ou inflamáveis.



## PERIGO

A menos que uma hot swap seja permitida para a FRU que está sendo substituída, faça o seguinte antes de removê-la: desligue o computador, desconecte todos os cabos de energia das tomadas, remova o pacote de baterias e desconecte quaisquer cabos de interconexão.



## DANGER

Avant de remettre l'ordinateur sous tension après remplacement d'une unité en clientèle, vérifiez que tous les ressorts, vis et autres pièces sont bien en place et bien fixées. Pour ce faire, secouez l'unité et assurez-vous qu'aucun bruit suspect ne se produit. Des pièces métalliques ou des copeaux de métal pourraient causer un court-circuit.



## DANGER

Certaines batteries de secours contiennent du nickel et du cadmium. Ne les démontez pas, ne les rechargez pas, ne les exposez ni au feu ni à l'eau. Ne les mettez pas en court-circuit. Pour les mettre au rebut, conformez-vous à la réglementation en vigueur. Lorsque vous remplacez la pile de sauvegarde ou celle de l'horloge temps réel, veillez à n'utiliser que les modèles cités dans la liste de pièces détachées adéquate. Une batterie ou une pile inappropriée risque de prendre feu ou d'exploser.



## DANGER

La batterie contient du nickel. Ne la démontez pas, ne l'exposez ni au feu ni à l'eau. Ne la mettez pas en court-circuit. Pour la mettre au rebut, conformez-vous à la réglementation en vigueur. Lorsque vous remplacez la batterie, veillez à n'utiliser que les modèles cités dans la liste de pièces détachées adéquate. En effet, une batterie inappropriée risque de prendre feu ou d'exploser.



## DANGER

La pile de sauvegarde contient du lithium. Elle présente des risques d'incendie, d'explosion ou de brûlures graves. Ne la rechargez pas, ne retirez pas son connecteur polarisé et ne la démontez pas. Ne l'exposez pas à une température supérieure à 100°C, ne la faites pas brûler et n'en exposez pas le contenu à l'eau. Mettez la pile au rebut conformément à la réglementation en vigueur. Une pile inappropriée risque de prendre feu ou d'exploser.



## DANGER

Si le panneau d'affichage à cristaux liquides se brise et que vous recevez dans les yeux ou sur les mains une partie du fluide, rincez-les abondamment pendant au moins quinze minutes. Consultez un médecin si des symptômes persistent après le lavage.



## DANGER

Afin d'éviter tout risque de choc électrique, ne retirez pas le cache en plastique protégeant la partie inférieure de la carte d'alimentation.



## DANGER

Bien que le voltage des batteries principales soit peu élevé, le court-circuit ou la mise à la masse d'une batterie peut produire suffisamment de courant pour brûler des matériaux combustibles ou causer des brûlures corporelles graves.



## DANGER

Si le remplacement à chaud n'est pas autorisé pour l'unité remplaçable sur site que vous remplacez, procédez comme suit avant de retirer l'unité : mettez l'ordinateur hors tension, débranchez tous les cordons d'alimentation des prises de courant, retirez le bloc de batterie et déconnectez tous les câbles d'interconnexion.



## VORSICHT

Bevor nach einem FRU-Austausch der Computer wieder angeschlossen wird, muß sichergestellt werden, daß keine Schrauben, Federn oder andere Kleinteile fehlen oder im Gehäuse vergessen wurden. Der Computer muß geschüttelt und auf Klappergeräusche geprüft werden. Metallteile oder-splitter können Kurzschlüsse erzeugen.



#### VORSICHT

Die Bereitschaftsbatterie, die sich unter dem Diskettenlaufwerk befindet, kann geringe Mengen Nickel und Cadmium enthalten. Sie darf nur durch die Verkaufsstelle oder den IBM Kundendienst ausgetauscht werden. Sie darf nicht zerlegt, wiederaufgeladen, kurzgeschlossen, oder Feuer oder Wasser ausgesetzt werden. Die Batterie kann schwere Verbrennungen oder Verätzungen verursachen. Bei der Entsorgung die örtlichen Bestimmungen für Sondermüll beachten. Beim Ersetzen der Bereitschafts- oder Systembatterie nur Batterien des Typs verwenden, der in der Ersatzteilliste aufgeführt ist. Der Einsatz falscher Batterien kann zu Entzündung oder Explosion führen.



#### VORSICHT

Akkus enthalten geringe Mengen von Nickel. Sie dürfen nicht zerlegt, wiederaufgeladen, kurzgeschlossen, oder Feuer oder Wasser ausgesetzt werden. Bei der Entsorgung die örtlichen Bestimmungen für Sondermüll beachten. Beim Ersetzen der Batterie nur Batterien des Typs verwenden, der in der Ersatzteilliste aufgeführt ist. Der Einsatz falscher Batterien kann zu Entzündung oder Explosion führen.



#### VORSICHT

Die Systembatterie ist eine Lithiumbatterie. Sie kann sich entzünden, explodieren oder schwere Verbrennungen hervorrufen. Batterien dieses Typs dürfen nicht aufgeladen, zerlegt, über 100°C erhitzt oder verbrannt werden. Auch darf ihr Inhalt nicht mit Wasser in Verbindung gebracht oder der zur richtigen Polung angebrachte Verbindungsstecker entfernt werden. Bei der Entsorgung die örtlichen Bestimmungen für Sondermüll beachten. Beim Ersetzen der Batterie nur Batterien des Typs verwenden, der in der Ersatzteilliste aufgeführt ist. Der Einsatz falscher Batterien kann zu Entzündung oder Explosion führen.



#### VORSICHT

Die Leuchtstoffröhre im LCD-Bildschirm enthält Quecksilber. Bei der Entsorgung die örtlichen Bestimmungen für Sondermüll beachten. Der LCD-Bildschirm besteht aus Glas und kann zerbrechen, wenn er unsachgemäß behandelt wird oder der Computer auf den Boden fällt. Wenn der Bildschirm beschädigt ist und die darin befindliche Flüssigkeit in Kontakt mit Haut und Augen gerät, sollten die betroffenen Stellen mindestens 15 Minuten mit Wasser abgespült und bei Beschwerden anschließend ein Arzt aufgesucht werden.



## VORSICHT

Aus Sicherheitsgründen die Kunststoffabdeckung, die den unteren Teil der Spannungswandlerplatine umgibt, nicht entfernen.



## VORSICHT

Obwohl Hauptbatterien eine niedrige Spannung haben, können sie doch bei Kurzschluß oder Erdung genug Strom abgeben, um brennbare Materialien zu entzünden oder Verletzungen bei Personen hervorzurufen.



## VORSICHT

Wenn ein Austausch der FRU bei laufendem Betrieb nicht erlaubt ist, gehen Sie beim Austausch der FRU wie folgt vor: Schalten Sie den Computer aus, ziehen Sie alle Netzkabel von den Netzsteckdosen ab, entfernen Sie den Akku und ziehen Sie alle miteinander verbundenen Kabel ab.



סכנה

לפני הפעלת המחשב לאחר החלפת FRU יש לוודא שכל חברגים, חקפצים, וחלקים קטנים אחרים נמצאים במקומם ואינם חופשיים לזוז בתוך המחשב. כדי לוודא זאת, יש לטלטל את המחשב ולחקשיב לגילוי קולות שקשוק. חלקי או שבבי מתכת עלולים לגרום לקצרים חשמליים.



סכנה

סוללות המתנה מסוימות מכילות כמות קטנה של ניקל וקדמיום. אין לפרק סוללת המתנה, לטעון אותה מחדש, להשליך אותה לאש או למים או לקצר אותה. יש לסלק את הסוללה כנדרש על ידי התקנות והחוקים המקומיים. יש להשתמש רק בסוללה המופיעה ברשימת החלקים המתאימה. שימוש בסוללה לא מתאימה עלול לגרום להצתה או התפוצצות של הסוללה.



סכנה

מארז הסוללה מכיל כמות קטנה של ניקל וקדמיום. אין לפרק את מארז הסוללה, להשליך אותו לאש או למים או לקצר אותו. יש לסלק את מארז הסוללה כנדרש על ידי התקנות והחוקים המקומיים. יש להשתמש רק בסוללה המופיעה ברשימת החלקים המתאימה בזמן החלפת מארז הסוללה. שימוש בסוללה לא מתאימה עלול לגרום להצתה או התפוצצות של הסוללה.



סכנה

סוללת הליתיום עלולה לגרום לשריפה, להתפוצצות או לכוויות קשות. אין לטעון אותה מחדש, לסלק את המחבר המקוטב שלה, לפרק אותה או לחמם אותה לטמפרטורה העולה על 100 מעלות צלזיוס. אין לשרוף את הסוללה ואין לחשוף את תוכן התא למים. יש לסלק את הסוללה בנדרש בתקנות ובחוקים המקומיים. יש להשתמש רק בסוללה המופיעה ברשימת החלקים המותאמים. שימוש בסוללה אחרת עלול לגרום לסכנת שריפה או התפוצצות.



סכנה

אם מסך הגביש הנוזלי (LCD) נשבר והנוזל מותך המסך בא במגע עם עיניכם או ידיכם, שטפו את האזורים הנגועים מיד במים במשך 15 דקות לפחות. פנו לקבלת עזרה רפואית אם תסמינים הנובעים מחמגע עם הנוזל נמשכים לאחר חשטיפה.



סכנה

כדי למנוע התחשמלות, אין להסיר את מכסה הפלסטיק המגן על חלקו התחתון של הכרטיס החפץ.



סכנה

אף שהסוללות הראשיות הן בעלות מתח נמוך, סוללה מקוצרת או מוארכת עלולה להפיק זרם מספיק לגרימת כוויות או להצתת חומרים דליקים.



סכנה

אלא אם כן מותרת יחלפה חמה' של ה-FRU המוחלף, פעלו כדלחלץ לפני חסרתו: כבו את המחשב, נתקו את כל כבלי החשמל מהשקעים, הוציאו את מארז הסוללות ונתקו את כל הכבלים המחברים.



危険

FRU の交換後、ThinkPad の電源を入れる前に、ねじ、バネ、その他の小さな部品がすべて正しい位置にあり、また ThinkPad の内部で緩んでいないことを確認してください。  
これを確認するには、ThinkPad を振って、カチャカチャと音がしないか確かめます。金属部品や金属破片はショートの原因になることがあります。



危険

予備バッテリーの中には少量のニッケルとカドミウムが含まれているものがあります。したがって、予備バッテリーの分解、再充電、火または水の中への投棄、またはショートさせることは決して行わないでください。バッテリーを廃棄する場合は地方自治体の条例に従ってください。適切なパーツ・リストにあるバッテリーだけを使用してください。誤ったバッテリーを使用すると、バッテリーが発火したり、爆発したりすることがあります。



危険

バッテリー・パックには少量のニッケルが含まれています。バッテリー・パックを分解したり、火または水の中に投げ込んだり、ショートさせないでください。バッテリー・パックの廃棄にあたっては、地方自治体の条例または規則に従ってください。バッテリー・パックを交換するときは、適切なパーツ・リストにあるバッテリーだけを使用してください。誤ったバッテリーを使用すると、バッテリーが発火したり、爆発したりすることがあります。



危険

リチウム・バッテリーは、火災、爆発、または重症のやけどを引き起こすことがあります。バックアップ・バッテリーの充電、その極性コネクタの取り外し、バッテリー本体の分解、100 °C (212 °F) 以上への加熱、焼却、電池の中身を水に浸すことはしないでください。バッテリーを廃棄する場合は地方自治体の条例に従ってください。適切なパーツ・リストにあるバッテリーだけを使用してください。誤ったバッテリーを使用すると、バッテリーが発火したり、爆発したりすることがあります。



危険

LCD が破損し、LCD の中の液体が目に入ったり、手に触れたりした場合は、液体が触れた部分を少なくとも 15 分間洗い流してください。洗い流した後に、液体によって何らかの症状が現れた場合は、医師の治療を受けてください。



危険

感電を防ぐため、インバーター・カードの下部を保護しているプラスチック・カバーを外さないでください。



危険

メイン・バッテリーの電圧は低くても、ショートしたり、接地したバッテリーが、作業者にやけどを負わせたり、可燃物を燃やすだけの電流を発生させる場合があります。





危険

交換しようとしている FRU がホット・スワップに対応していない場合、それを取り外す前に、コンピューターの電源をオフにし、すべての電源コードをコンセントから抜き、バッテリー・パックを取り外して、相互接続しているケーブルをすべて切り離してください。



위험

FRU를 교체하고 나서 컴퓨터 전원을 켜기 전에 모든 나사, 스프링 및 기타 작은 부품들이 올바른 위치에 있는지, 컴퓨터 내부에 단단하게 연결되어 있는지 확인하십시오. 컴퓨터를 흔들어 달각거리는 소리가 나지 않는지 확인하십시오. 금속 부품 또는 금속 조각은 누전을 일으킬 수 있습니다.



위험

일부 보조 배터리에는 소량의 니켈 및 카트륨이 포함되어 있습니다. 보조 배터리를 분해하거나, 다시 충전하거나, 불 또는 물에 던지거나, 단락시키지 마십시오. 배터리 팩을 폐기할 때에는 해당 지역의 법률 규정을 따르십시오. 배터리 팩을 교체할 때에는 올바른 배터리만 사용하십시오. 올바르지 않은 배터리를 사용하면 배터리가 발화되거나 폭발할 수 있습니다.



위험

배터리 팩에는 소량의 니켈이 포함되어 있습니다. 배터리 팩을 분해하거나, 불 또는 물에 던지거나, 단락시키지 마십시오. 배터리 팩을 폐기할 때에는 해당 지역의 법률 규정을 따르십시오. 배터리 팩을 교체할 때에는 올바른 배터리만 사용하십시오. 올바르지 않은 배터리를 사용하면 배터리가 발화되거나 폭발할 수 있습니다.



위험

리튬 배터리는 화재, 폭발 또는 심각한 화상을 일으킬 수 있습니다. 리튬 배터리를 다시 충전하거나, 극성 커넥터를 제거하거나, 분해하거나, 100C(212F) 이상으로 가열하거나, 소각하거나, 전지 내용물을 물에 노출시키지 마십시오. 배터리를 폐기할 때에는 해당 지역을 법률 규정을 따르십시오. 올바른 배터리만 사용하십시오. 올바르지 않은 배터리를 사용하면 배터리가 발화되거나 폭발할 수 있습니다.



위험

LCD가 파손되어 LCD 내부의 액체가 눈에 들어가거나 손에 묻으면 즉시 깨끗한 물로 15분 이상 닦아 내십시오. 씻은 후에 조금이라도 이상을 느낀다면 즉시 병원에 가서 의사의 진찰을 받아야 합니다.



위험

전기적 위험을 방지하려면 인버터 카드의 아래 부분을 보호하는 플라스틱 덮개를 제거하지 마십시오.



위험

기본 배터리의 전압은 낮지만, 단락되거나 접지된 배터리는 화상을 입히기에 충분한 전류와 가연성 물질을 발생시킬 수 있습니다.



위험

FRU 교체 시 Hot Swap이 지원되지 않는 경우, FRU를 제거하기 전에 컴퓨터의 전원을 끄고, 전기 콘센트에서 전원 코드를 분리하고, 배터리를 제거한 후, 연결된 모든 케이블을 분리하십시오.



PELIGRO

Antes de encender el sistema despues de sustituir una FRU, compruebe que todos los tornillos, muelles y demás piezas pequeñas se encuentran en su sitio y no se encuentran sueltas dentro del sistema. Compruébelo agitando el sistema y escuchando los posibles ruidos que provocarían. Las piezas metálicas pueden causar cortocircuitos eléctricos.



PELIGRO

Algunas baterías de reserva contienen una pequeña cantidad de níquel y cadmio. No las desmonte, ni recargue, ni las eche al fuego o al agua ni las cortocircuite. Deséchelas tal como dispone la normativa local. Utilice sólo baterías que se encuentren en la lista de piezas. La utilización de una batería no apropiada puede provocar la ignición o explosión de la misma.



PELIGRO

Las baterías contienen pequeñas cantidades de níquel. No las desmonte, ni recargue, ni las eche al fuego o al agua ni las cortocircuite. Deséchelas tal como dispone la normativa local. Utilice sólo baterías que se encuentren en la lista de piezas al sustituir la batería. La utilización de una batería no apropiada puede provocar la ignición o explosión de la misma.



#### PELIGRO

La batería de repuesto es una batería de litio y puede provocar incendios, explosiones o quemaduras graves. No la recargue, ni quite el conector polarizado, ni la desmonte, ni caliente por encima de los 100°C (212°F), ni la incinere ni exponga el contenido de sus celdas al agua. Deséchela tal como dispone la normativa local.



#### PELIGRO

Si la LCD se rompe y el fluido de su interior entra en contacto con sus ojos o sus manos, lave inmediatamente las áreas afectadas con agua durante 15 minutos como mínimo. Obtenga atención médica si se presenta algún síntoma del fluido después de lavarse.



#### PELIGRO

Para evitar descargas, no quite la cubierta de plástico que rodea la parte baja de la tarjeta invertida.



#### PELIGRO

Aunque las baterías principales tienen un voltaje bajo, una batería cortocircuitada o con contacto a tierra puede producir la corriente suficiente como para quemar material combustible o provocar quemaduras en el personal.



#### PELIGRO

Salvo que se permita el intercambio en caliente para la unidad sustituible localmente, realice lo siguiente antes de extraerla: apague el sistema, desconecte todos los cables de alimentación de las tomas de alimentación eléctrica, extraiga la batería y desconecte los cables de interconexión.



危險

完成 FRU 更換之後，在開啟電腦的電源之前，請確定所有螺絲、彈簧及其他小零件都已歸位，沒有遺留在電腦內部。  
若要確認這一點，請搖晃電腦，聽聽看是否有卡嗒的聲響。  
金屬零件或儀錶的火花會造成電線短路。



危險

部分備用電池含有微量的鎳和鎘。請勿拆開備用電池、再充電、丟入火或水中，或使其形成短路。請按照當地法令或規定來棄置電池。

僅限使用零件清單中的電池。使用不適當的電池會導致電池起火或爆炸。



危險

電池套件含有微量的鎳。請勿拆開電池套件、丟入火或水中，或使其形成短路。請按照當地法令或規定來棄置電池套件。

更換電池套件時，僅限使用零件清單中的電池。使用不適當的電池會導致電池起火或爆炸。



危險

鋰電池會導致起火、爆炸或嚴重燒傷。請勿再充電、拔除其電極接頭、拆開、加熱超過 **100°C (212°F)**、焚燒，或讓電池組成物浸到水。請按照當地法令或規定來棄置電池。

僅限使用零件清單中的電池。使用不適當的電池會導致電池起火或爆炸。



危險

如果 LCD 破裂導致 LCD 流出的液體沾到您的眼睛或手，請立即以清水沖洗沾染部位至少 15 分鐘。如果在清洗後出現該液體所造成的任何症狀，請就醫治療。



危險

為避免電擊，請勿拆下轉換卡下面的塑膠護蓋。



危險

雖然主電池的電壓很低，但短路或接地電池所產生的電流，仍足以使人燒傷或使可燃物質起火。



危險

除非 FRU 允許以熱抽換來替換，否則請依下列方式將其移除：將電腦關機，拔除插座上所有電源線，移除電池包，並拔開任何交互連接的線材。

## Laser compliance statement (multilingual translations)

The laser compliance statements in this section are provided in the following languages:

- English
- Arabic
- Brazilian Portuguese
- French
- German
- Hebrew
- Japanese
- Korean
- Spanish
- Traditional Chinese



### CAUTION:

When laser products (such as CD-ROMs, DVD drives, fiber optic devices, or transmitters) are installed, note the following:

- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.



### DANGER

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following.

Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.



تحذير:

عند تثبيت منتجات الليزر (مثل أقراص CD-ROM أو محركات تشغيل أقراص DVD أو أجهزة الألياف البصرية أو النواقل)، لاحظ ما يلي:

- لا تقم بنزع الغطاء. قد ينتج عن نزع غطاء منتج ليزر التعرض لأشعة ليزر في منتهى الخطورة. لا توجد أجزاء يمكن صيانتها داخل الجهاز.
- قد ينتج عن استخدام مفاتيح أو تنفيذ عمليات ضبط أو إجراءات بطريقة مختلفة عما هو محدد هنا التعرض لأشعة ليزر في منتهى الخطورة.



خطر

تحتوي بعض منتجات الليزر على صمام ثنائي ليزري مضمن من Class 3A أو Class 3B. لاحظ ما يلي. توجد أشعة ليزر عند الفتح. لا تنظر للشعاع ولا تنظر بطريقة مباشرة باستخدام أدوات ضوئية وتجنب التعرض المباشر للشعاع.



#### CUIDADO:

Quando produtos a laser (como CD-ROMs, unidades de DVD, dispositivos de fibra ótica ou transmissores) estão instalados, observe o seguinte:

- Não remova as tampas. A remoção das tampas do produto a laser pode resultar em exposição prejudicial à radiação de laser. Não há peças que permitam manutenção no interior do dispositivo.
- A utilização de controles ou ajustes ou a execução de procedimentos diferentes daqueles especificados aqui pode resultar em exposição perigosa à radiação.



#### PERIGO

Algumas produtos a laser contêm um diodo de laser Classe 3A ou Classe 3B integrado. Observe o seguinte:

Radiação a laser quando aberta. Não olhe diretamente para o feixe a olho nu ou com instrumentos óticos e evite exposição direta ao feixe.



**ATTENTION :**

Si des produits laser (tels que des unités de CD, DVD, à fibre optique ou des émetteurs) sont installés, lisez les informations suivantes :

- Ne retirez pas les carter. En ouvrant le produit laser, vous vous exposez au rayonnement dangereux du laser. Aucune pièce de l'unité n'est réparable.
- Pour éviter tout risque d'exposition au rayon laser, respectez les consignes de réglage et d'utilisation des commandes, ainsi que les procédures décrites dans le présent manuel.



**DANGER**

Certains produits à laser contiennent une diode à laser intégrée de classe 3A ou 3B. Prenez connaissance des informations suivantes.

Rayonnement laser lorsque le carter est ouvert. Evitez toute exposition directe au rayon laser. Evitez de regarder fixement le faisceau ou de l'observer à l'aide d'instruments optiques.



**Vorsicht:**

Bei der Installation von Lasergeräten (wie CD-ROM-Laufwerken, DVD-Laufwerken, Einheiten mit Lichtwellenleitertechnik oder Sendern) Folgendes beachten:

- Die Abdeckungen nicht entfernen. Durch Entfernen der Abdeckungen des Lasergeräts können gefährliche Laserstrahlungen freigesetzt werden. Das Gerät enthält keine zu wartenden Teile.
- Werden Steuerelemente, Einstellungen oder Durchführungen von Prozeduren anders als hier angegeben verwendet, kann gefährliche Laserstrahlung auftreten.



**Gefahr**

Einige Lasergeräte enthalten eine Laserdiode der Klasse 3A oder 3B. Beachten Sie Folgendes:

Laserstrahlung bei geöffneter Verkleidung. Nicht in den Strahl blicken. Keine Lupen oder Spiegel verwenden. Strahlungsbereich meiden.



זהירות:

כאשר מוצרי לייזר (כגון תקליטורים, כונני DVD, התקני סיבים אופטיים או משדרים) מותקנים, שימו לב להנחיות הבאות:

- אל תסירו את הכיסויים. הסרת הכיסויים של מוצר הלייזר עלולה לגרום לחשיפה מסוכנת לקרינת לייזר. ההתקן אינם כוללים רכיבים להחלפה עצמית.
- שימוש בבקורות ובהתאמות שלא צוינו או ביצוע תהליכים שלא צוינו, יכולים לגרום לחשיפה מסוכנת לקרינה.



סכנה

כמה ממוצרי הלייזר מכילים דיודת לייזר מובנית Class 3A או Class 3B. שימו לב לדברים שלהלן. קיימת פליטת קרני לייזר כאשר המוצר פתוח. אל תביטו ישירות אל הקרן, אל תביטו אל הקרן ישירות דרך אמצעים אופטיים, והימנעו מחשיפה ישירה לקרן.



警告:

レーザー製品 (CD-ROM、DVD ドライブ、光ファイバー装置、または送信機など) を取り付ける場合には、以下のことに注意してください。

- カバーを外さないこと。カバーを取り外すと有害なレーザー光を浴びることがあります。この装置の内部には保守が可能な部品はありません。
- 本書で指定された内容以外の、お客様による整備、調整、または手順を行った場合、レーザー放射の危険があります。



危険

一部のレーザー製品には、クラス 3A またはクラス 3B のレーザー・ダイオードが組み込まれています。次の点に注意してください。

開けるとレーザー光が放射されます。光線を見つめたり、光学機械を使って直接見たり、光線を直接浴びることは避けてください。





**경고:**

레이저 제품(CD-ROM, DVD 드라이브, 광섬유 장치 또는 송신기)이 설치되어 있는 경우, 다음과 같은 취급 주의사항을 참고하십시오.

- 덮개를 제거하지 마십시오. 레이저 제품의 덮개를 제거하면 유해한 레이저 복사에 노출될 위험이 있습니다. 장치 내부에는 사용자가 수리할 수 있는 부분이 없습니다.
- 본 내용에서 설명한 이외의 방법으로 드라이브를 조정하거나 제어 또는 작동하는 경우, 해로운 레이저 복사에 노출될 수 있습니다.



**위험**

일부 레이저 제품은 임베디드 클래스 3A 또는 클래스 3B 레이저 다이오드가 포함되어 있습니다. 다음 주의사항을 유의하십시오.

드라이브의 덮개를 열면 전자파가 발생합니다. 광선 또는 광 장치를 직접 보거나 광선에 노출되지 않도록 주의하십시오.



**PRECAUCIÓN:**

Cuando haya instalados productos láser (por ejemplo, unidades de CD-ROM, unidades de DVD, dispositivos de fibra óptica o transmisores), tenga en cuenta lo siguiente:

- No extraiga las cubiertas. La extracción de las cubiertas del producto láser podría producir una exposición a radiación láser peligrosa. No hay ninguna pieza dentro del dispositivo que pueda reparar.
- La utilización de controles, ajustes o la realización de procedimientos diferentes a los especificados puede dar como resultado una exposición peligrosa a radiaciones.



**PELIGRO**

Algunos productos láser contienen un diodo láser de Clase 3A o Clase 3B incorporado. Tenga en cuenta lo siguiente.

Emite radiación láser cuando está abierto. No fije la vista en el rayo, no lo mire directamente con instrumentos ópticos y evite la exposición directa al rayo.



**警告：**

安裝雷射產品（如 CD-ROM、DVD 光碟機、光纖裝置或轉送器）時，請注意下列事項：

- 請勿卸下外蓋。卸下雷射產品的外蓋可能導致曝露於危險的雷射輻射。裝置內沒有可維修的零件。
- 若不遵守本文規定的控制、調整或操作程序，可能會導致危險的輻射外洩。



**危險**

某些雷射產品包含內嵌式 3A 類或 3B 類雷射二極體。這類光碟機的使用者應注意下列聲明。

在開啟光碟機時，會有雷射輻射。請勿直視光束或以光學儀器直接觀看光束，並避免直接暴露在光束中。

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## Chapter 2. Important service information

This chapter presents following important service information that applies to all machine types supported by this manual:

- “Strategy for replacing FRUs” on page 25
  - “Strategy for replacing a hard disk drive, a solid-state drive, or an M.2 solid-state drive” on page 25
  - “Important notice for replacing a system board” on page 26
  - “How to use error message” on page 26
- “Strategy for replacing FRUs for CTO, special-bid, and standard models” on page 26
  - “Product definition” on page 26
  - “FRU identification” on page 26

### Important:

- Advise customers to contact the Lenovo® Customer Support Center if they need any assistance in obtaining or installing any software fixes, drivers, and UEFI BIOS downloads. Telephone numbers for Lenovo Support are available at:  
<http://www.lenovo.com/support/phone>
- System Disassembly/Reassembly videos that show the FRU removals or replacements for the Lenovo® authorized service technicians are available in the following support site:  
<http://www.lenovoservicetraining.com/ion/>

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## Strategy for replacing FRUs

### Before replacing parts:

Ensure that all software fixes, drivers, and UEFI BIOS downloads are installed before replacing any FRUs listed in this manual.

After a system board is replaced, ensure that the latest UEFI BIOS is loaded to the system board before completing the service action.

To download software fixes, drivers, and UEFI BIOS, go to <http://www.lenovo.com/ThinkPadDrivers> and follow the instructions on the screen.

Use the following strategy to prevent unnecessary expense for replacing and servicing FRUs:

- If you are instructed to replace a FRU but the replacement does not correct the problem, reinstall the original FRU before you continue.
- Some computers have both a processor board and a system board. If you are instructed to replace either the processor board or the system board, and replacing one of them does not correct the problem, reinstall that board, and then replace the other one.
- If an adapter or a device consists of more than one FRU, any of the FRUs might be the cause of the error. Before replacing the adapter or device, remove the FRUs, one by one, to see if the symptoms change. Replace only the FRU that changed the symptoms.

## Strategy for replacing a hard disk drive, a solid-state drive, or an M.2 solid-state drive

Always try to run a low-level format operation before replacing a hard disk drive or a solid-state drive. This will cause all customer data on the drive to be lost. Be sure that the customer has a current backup of the data before you perform this task.

**Attention:** The drive startup sequence in the computer you are servicing might have been changed. Be extremely careful during write operations such as copying, saving, or formatting. If you select an incorrect drive, data or programs can be overwritten.

## Important notice for replacing a system board

Some components mounted on a system board are very sensitive. Improper handling of a system board can cause damage to those components, and might cause a system malfunction.

**Attention:** When handling a system board:

- Do not drop a system board or apply any excessive force to it.
- Avoid rough handling of any kind.
- Avoid bending a system board and pushing it hard to prevent cracking at each Ball Grid Array (BGA) chipset.

## How to use error message

Use the error codes displayed on the screen to diagnose failures. If more than one error code is displayed, begin the diagnosis with the first error code. Whatever causes the first error code might also cause false error codes. If no error code is displayed, see whether the error symptom is listed in the Symptom-to-FRU Index for the computer you are servicing.

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## Strategy for replacing FRUs for CTO, special-bid, and standard models

This topic provides information about the model types and FRU identification.

### Product definition

This topic introduces different model types and how to identify each type.

#### Dynamic Configure To Order (CTO) model

This model provides the ability for a customer to configure a Lenovo solution from a Web site, and have this configuration sent to fulfillment, where it is built and shipped directly to the customer. The machine label and eSupport will load these products as the 4-character MT, 4-character model, and 2-character country code. The model is "CTO1" and the default country code is "WW" (example: 20AACTO1WW).

#### Special-bid model

This model is a unique configuration that has been negotiated between Lenovo and the customer. A unique MTM consists of a 4-character MT, a 4-character model, and a numeric 2-character country code is provided to the customer to place orders (example: 20AA000955). The country code assigned is numeric and does not designate a specific country or region. The custom model factsheet for the MTM indicates which country the special-bid MTM is set up for. Special-bid offering is not generally announced.

#### Standard model

Standard models (fixed configuration) are announced and offered to all customers. The MTM portion of the machine label consists of a 4-character MT, a 4-character model, and an alphabetic 2-character country code. The country code assigned is alphabetic and represents a designated country or region (example: 20AA0009UK).

## FRU identification

Use Lenovo eSupport to identify major FRUs, FRU part numbers, and FRU descriptions for a product at an MT - serial number level. Examples of major FRUs are hard disk drive, system board, and liquid crystal display (LCD).

To identify the major FRUs for a product, do the following:

1. Go to:  
<http://support.lenovo.com/ibasepartslookup>
2. Type the Machine Type and Serial Number in the corresponding fields.
3. Click **Submit**.

eSupport also can be used to view the general FRU list for a product. The FRU list is a general list of components and does not contain specific model information.

To get the general FRU list for a product, do the following:

1. Go to:  
<http://www.lenovo.com/support>
2. Follow the instructions on the screen to select a product.
3. Click the **Product & Parts** tab.
4. Select **System Service Parts** to view a general FRU list.



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## Chapter 3. General checkout

This chapter presents following information:

- “What to do first” on page 29
- “Checkout guide” on page 30
  - “Diagnosing problems” on page 30
  - “Quick test programs” on page 31
  - “UEFI diagnostic program” on page 31
  - “Bootable diagnostic programs” on page 32
- “Power system checkout” on page 32

Some descriptions in this chapter might not apply to your particular computer.

Before you go to the checkout guide, be sure to read the following important notes.

### Important notes:

- **Only certified trained personnel should service the computer.**
- **Before replacing any FRU, read the entire page on removing and replacing FRUs.**
- **When you replace FRUs, it is recommended to use new nylon-coated screws.**
- **Be extremely careful during such write operations as copying, saving, or formatting.** The sequence of the drives in the computer that you are servicing might have been altered. If you select an incorrect drive, data or programs might be overwritten.
- **Replace a FRU only with another FRU of the correct model.** When you replace a FRU, ensure that the model of the machine and the FRU part number are correct.
- **A FRU should not be replaced because of a single, unreproducible failure.** Single failures can occur for a variety of reasons that have nothing to do with a hardware defect, such as cosmic radiation, electrostatic discharge, or software errors. Consider replacing a FRU only when a problem recurs. If you suspect that a FRU is defective, clear the error log and run the test again. If the error does not recur, do not replace the FRU.
- **Be careful not to replace a nondefective FRU.**

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## What to do first

When you do return a FRU, you must include the following information in the parts exchange form or parts return form that you attach to it:

1. Name and phone number of service technician
2. Date of service
3. Date on which the machine failed
4. Date of purchase
5. Failure symptoms, error codes appearing on the display, and beep symptoms
6. Procedure index and page number in which the failing FRU was detected
7. Failing FRU name and part number
8. Machine type, model number, and serial number
9. Customer's name and address

**Note:** During the warranty period, the customer is responsible for repair costs if the computer damage was caused by misuse, accident, modification, unsuitable physical or operating environment, or improper maintenance by the customer. Following is a list of some common items that are not covered under warranty and some symptoms indicate that the system has been subjected to stress beyond normal use.

Before checking problems with the computer, determine whether the damage is covered under the warranty by referring to the following list:

### The following are not covered under warranty:

- LCD panel cracked from the application of excessive force or from being dropped

- Scratched (cosmetic) parts
- Distortion, deformation, or discoloration of the cosmetic parts
- Plastic parts, latches, pins, or connectors that have been cracked or broken by excessive force
- Damage caused by liquid spilled into the system
- Damage caused by the improper insertion of a PC Card or the installation of an incompatible card
- Improper disc insertion or use of an optical drive
- Fuses blown by attachment of a nonsupported device
- Forgotten computer password (making the computer unusable)
- Sticky keys caused by spilling a liquid onto the keyboard
- Use of an incorrect ac power adapter on laptop products

**The following symptoms might indicate damage caused by nonwarranted activities:**

- Missing parts might be a symptom of unauthorized service or modification.
- Check for obvious damage to a hard disk drive. If the spindle of a hard disk drive becomes noisy, the hard disk drive might have been dropped or subject to excessive force.

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## Checkout guide

Use the following procedures as a guide to identify and correct problems with the ThinkPad notebook computers.

**Note:** The diagnostic tests are intended to test only ThinkPad products. The use of non-ThinkPad products, prototype cards, or modified options can lead to false indications of errors and invalid system responses.

1. Identify the failing symptoms in as much detail as possible.
2. Verify the symptoms. Try to re-create the failure by running the diagnostic test or by repeating the operation.

## Diagnosing problems

Many computer problems can be solved without outside assistance. If you experience a problem with your computer, the first place to start is the troubleshooting information in your computer documentation. If you suspect a software problem, see the documentation, including readme files and help information systems, that come with the operating system or program. ThinkPad notebook computers come with a set of diagnostic programs that you can use to help you identify hardware problems.

### Diagnosing problems with Lenovo Solution Center on the Windows 7 operating system

Lenovo Solution Center is preinstalled on your computer and also is available for download at:

<http://www.lenovo.com/diags>

**Notes:**

- If you are using another Windows® operating system rather than the Windows 7, you can find the latest information about diagnostics for your computer at:  
<http://www.lenovo.com/diagnose>
- If you are unable to isolate and repair the problem yourself after running Lenovo Solution Center, save and print the log files created by the program. You need the log files when you speak to a Lenovo technical support representative.

Lenovo Solution Center enables you to troubleshoot and resolve computer problems. It combines diagnostic tests, system information collection, security status, and support information, along with hints and tips for optimal system performance.



When you are setting up your computer, the Lenovo Solution Center program prompts you to create recovery media. You can use the recovery media to restore the storage drive to the factory default settings.

For additional information, see the Lenovo Solution Center help system.

### **Diagnosing problems with Lenovo Companion on the Windows 10 operating system**

Lenovo Companion is preinstalled on your computer and also is available for download at:

<https://shop.lenovo.com/us/en/accessories/software/apps/lenovo-apps/companion/>

**Note:** If you are unable to isolate and repair the problem yourself after running Lenovo Companion, save and print the log files created by the program. You need the log files when you speak to a Lenovo technical support representative.

Lenovo Companion supports the hardware scan function. It combines diagnostic tests, system information collection, security status, and support information, along with hints and tips for optimal system performance.

The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. You can get the latest technical information and download device drivers and updates from the Lenovo Support Web site at:

<http://www.lenovo.com/support>

For additional information, see the Lenovo Companion help system.

## **Quick test programs**

Run quick test programs to troubleshoot and resolve computer problems, especially when the computer does not have the Lenovo Solution Center program installed.

To download and install a quick test program, go to <http://www.lenovo.com/diags>, and follow the instructions on the Web site.

To run a test using quick test program, do the following:

1. Go to the C:\SWTOOLS\ldiag directory.
2. Double-click the gui\_lsc\_lite.exe file.
3. When the **User Account Control** window opens, click **Yes**.
4. Select the device class to be tested.
5. Select the devices to be tested.
6. Select the test to be performed.
7. Follow the instructions on the screen to start the test. When a problem is detected, information messages are displayed. Refer to the messages to troubleshoot the problem.

## **UEFI diagnostic program**

A UEFI diagnostic program is preinstalled on the computer. It enables you to test memory modules and internal storage devices, view system information, and check and recover bad sectors on internal storage devices.

To run the UEFI diagnostic program, do the following:

1. Turn on the computer. If the computer cannot be turned on, go to “Power system checkout” on page 32, and check the power sources. If an error code is displayed, go to “Symptom-to-FRU index” on page 43 for error code descriptions and troubleshooting hints.
2. When the ThinkPad logo is displayed, repeatedly press and release the F10 key. The main screen of the UEFI diagnostic program is displayed.
3. Follow the instructions on the screen to use the diagnostic program.

## Bootable diagnostic programs

If the computer you are servicing is not installed with the UEFI diagnostic program, you can download a bootable diagnostic program from the Lenovo Support Web site. The bootable diagnostic programs enable you to test computer memory and internal storage devices, view system information, and check and recover the internal storage devices. To use the bootable diagnostic programs, you can create a bootable diagnostic medium on a USB device or CD.

To create a bootable diagnostic medium, do the following:

1. Go to <http://www.lenovo.com/diagnose>.
2. Click **Lenovo Bootable Diagnostics**.
3. Follow the instructions on the Web site to create a bootable diagnostic medium on a USB device or CD.

To use the diagnostic medium you have created, do one of the following:

- If you have created the bootable diagnostic medium on a USB device, do the following:
  1. Attach the USB device to the computer.
  2. Turn on the computer. If the computer cannot be turned on, go to “Power system checkout” on page 32, and check the power sources. If an error code is displayed, go to “Symptom-to-FRU index” on page 43 for error code descriptions and troubleshooting hints.
  3. When the ThinkPad logo is displayed, repeatedly press and release the F12 key. When the Boot Menu window opens, release the F12 key.
  4. Use the arrow keys to select **USB HDD** and then press Enter. The diagnostic program will be launched automatically.
  5. Follow the instructions on the screen to use the diagnostic program.
- If you have created the bootable diagnostic medium on a CD, do the following:
  1. Turn on the computer. If the computer cannot be turned on, go to “Power system checkout” on page 32, and check the power sources. If an error code is displayed, go to “Symptom-to-FRU index” on page 43 for error code descriptions and troubleshooting hints.
  2. Insert the CD into the optical drive.
  3. Restart the computer.
  4. When the ThinkPad logo is displayed, repeatedly press and release the F12 key. When the Boot Menu window opens, release the F12 key.
  5. Use the arrow keys to select **ATAPI CDx** (x: 0, 1, ...) and then press Enter. The diagnostic program will be launched automatically.
  6. Follow the instructions on the screen to use the diagnostic program.

---

## Power system checkout

To verify a symptom, do the following:

1. Turn off the computer.
2. Remove the battery pack.
3. Connect the ac power adapter.

4. Check that power is supplied when you turn on the computer.
5. Turn off the computer.
6. Disconnect the ac power adapter and install the charged battery pack.
7. Check that the battery pack supplies power when you turn on the computer.

If you suspect a power problem, see the appropriate one of the following power supply checkouts:

- “Checking the ac power adapter” on page 33
- “Checking operational charging” on page 33
- “Checking the battery pack” on page 34
- “Checking the coin-cell battery” on page 34

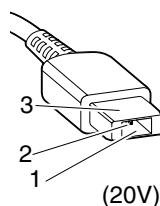
## Checking the ac power adapter

You are here because the computer fails only when the ac power adapter is used.

- If the power problem occurs only when the docking station or the port replicator is used, replace the docking station or the port replicator.
- If the power-on indicator does not turn on, check the power cord of the ac power adapter for correct continuity and installation.
- If the computer does not charge during operation, go to “Checking operational charging” on page 33.

To check the ac power adapter, do the following:

1. Unplug the ac power adapter cable from the computer.
2. Measure the output voltage at the plug of the ac power adapter cable. See the following figure:



Pin	Voltage (V dc)
1	+20
2	0
3	Ground

**Note:** Output voltage across pin 2 of the ac power adapter might differ from the one you are servicing.

3. If the voltage is not correct, replace the ac power adapter.
4. If the voltage is acceptable, replace the system board.

**Note:** Noise from the ac power adapter does not always indicate a defect.

## Checking operational charging

To check whether the battery pack charges properly during operation, do the following:

**Note:** Before you begin, install a discharged battery pack or a battery pack that has less than 50% of the total power remaining in the computer.

1. Discharge the battery pack until the remained battery power is less than 50%.
2. Connect the computer to ac power to charge the battery pack. If the battery status icon in the Windows® notification area indicates that the battery pack is not charging, remove the battery pack and let it return to room temperature.
3. Reinstall the battery pack. If the battery pack is still not charging, replace the battery pack and refer to “Checking the battery pack” on page 34 to check the original battery pack.
4. Check the battery status icon again. If the same error still exists, replace the system board.

## Checking the battery pack

This computer supports only batteries specially designed for this specific system and manufactured by Lenovo or an authorized builder. The system does not support unauthorized batteries or batteries designed for other systems. If an unauthorized battery or a battery designed for another systems is installed, the system will not charge.

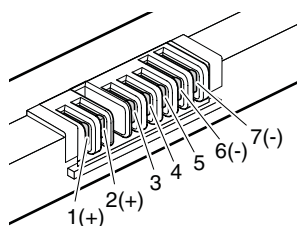
**Attention:** Lenovo has no responsibility for the performance or safety of unauthorized batteries, and provides no warranties for failures or damage arising out of their use.

Move your pointer to the battery-status icon in the Windows notification area to check the battery status. The battery-status icon displays the percentage of battery power remaining and how long you can use your computer before you must charge the battery.

**Note:** If the battery pack becomes hot, it may not be able to charge. Remove it from the computer and leave it at room temperature for a while. After it cools down, reinstall and recharge it.

To check the battery pack, do the following:

1. Turn off the computer and disconnect the ac power adapter.
2. Remove the battery pack and measure the voltage between battery terminals 1 (+) and 7 (-). See the following figure:



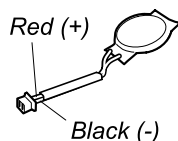
Terminal	Voltage (V dc)
1, 2	+ 0 to + 16.8
6, 7	Ground (-)

3. If the voltage is less than +11.0 V dc, the battery pack has been discharged.  
If the voltage is still less than +11.0 V dc after recharging, replace the battery pack.
4. If the voltage is more than +11.0 V dc, measure the resistance between battery terminals 5 and 7. The resistance must be 4 to 30 K  $\Omega$ . If the resistance is not correct, replace the battery pack. If the resistance is correct, replace the system board.

## Checking the coin-cell battery

To check the coin-cell battery, do the following:

1. Remove the coin-cell battery. See “1080 Coin-cell battery” on page 79.
2. Measure the voltage of the coin-cell battery. See the following figure.



Wire	Voltage (V dc)
Red	+2.5 to +3.2
Black	Ground

- If the voltage is correct, replace the system board.
- If the voltage is not correct, replace the coin-cell battery.
- If the coin-cell battery discharges quickly after replacement, replace the system board.

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## Chapter 4. Related service information

This chapter presents following information:

- “Recovery information” on page 35
- “Passwords” on page 40
- “Power management” on page 42
- “Symptom-to-FRU index” on page 43

### Service Web site:

When the latest maintenance diskette and the system program service diskette become available, they will be posted on <http://www.lenovo.com/support>.

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## Recovery information

This section provides information about recovery solutions. There are various methods to choose from when considering how to recover in the event of a software- or hardware-related problem. Recovery methods vary depending on the type of operating system that is installed. Ensure that you follow the correct recovery procedures.

### Restoring the factory contents with the Recovery Disc Set for the Windows 7 operating system

When the main storage drive is replaced because of a failure, no product recovery program is on the new drive. In this case, the customer must use the Recovery Disc Set to recover the computer. Order the Recovery Disc Set and the drive at the same time so that the customer can restore the computer to the factory default settings by using the Recovery Disc Set after the new drive is installed. For information about which discs to order, go to <http://www.lenovo.com/serviceparts-lookup>.

Depending on the model, the number of recovery discs included in the Recovery Disc Set differs. The Recovery Disc Set might consist of the user instructions and the following set of DVDs to restore the computer to the original factory configuration.

- *Operating System Recovery Disc* (one disc): This disc restores the Microsoft® Windows operating system. Use this disc to start the recovery process.
- *Applications and Drivers Recovery Disc* (one or more discs): This disc restores the preinstalled applications and drivers on the computer.
- *Supplemental Recovery Disc*: This disc contains additional content, such as updates to the software that was preinstalled on the computer. Not all recovery disc sets come with a *Supplemental Recovery Disc*.

### Notes:

- You must have a DVD drive to use the recovery discs. If you do not have an internal DVD drive, you can use an external USB DVD drive.
- During the recovery process, all data on the drive will be deleted. If possible, copy any important data or personal files that you want to keep onto removable media or a network drive before you start the recovery process.
- Recovery can take one to two hours to complete. The length of time depends on the method you use. If you use recovery discs, the recovery process will take about two hours.

To restore the computer to the original factory configuration using the Recovery Disc Set, do the following:

1. Make the CD/DVD drive the first startup device in the startup sequence using the following procedure:

- a. Press and hold down the F1 key, and then turn on the computer. When the logo screen is displayed or when you hear repeating beeps, release the F1 key. The ThinkPad Setup program opens.
  - b. Use the arrow keys to select **Startup → Boot**.
  - c. Select the CD/DVD drive as the **1st Boot Device**.
2. Insert the *Operating System Recovery Disc* into the DVD drive.
3. Press F10 to save the ThinkPad Setup program configuration changes. Follow the instructions on the screen to begin the recovery process.
4. Select your language and click **Next**.
5. Read the license. If you agree with the terms and conditions, select **I accept these terms and conditions** and then click **Next**. If you do not agree with the terms and conditions, follow the instructions on the screen.
6. Click **Yes** in the displayed window to begin the operating system recovery process.
7. Insert the *Applications and Drivers Recovery Disc* when prompted and then click **OK** to begin the process of recovering applications and drivers.
8. If you have a *Supplemental Recovery Disc*, insert it when prompted and click **Yes**. If you do not have a *Supplemental Recovery Disc*, click **No**.
9. When all of the data has been copied from the last disc in the set and has been processed, remove the disc and restart the computer.

**Note:** The rest of the recovery process is fully automated and no action from you is required. The computer will restart into the Microsoft Windows desktop several times and you might experience periods when no activity is apparent on the screen for several minutes at a time. This is normal.
10. When the recovery process is complete, the Set Up Windows screen is displayed. Follow the instructions on the screen to complete the Windows setup.
11. After you have completed the Windows setup, you might want to restore the original startup sequence. Start the ThinkPad Setup program and then press F9 to restore the default settings. Press F10 to save changes and exit the ThinkPad Setup program.

**Note:** After restoring a drive to the factory default settings, you might need to reinstall some device drivers.

## Recovery information for the Windows 7 operating system

This topic introduces the Lenovo recovery solutions on the Windows 7 operating system.

### Creating and using recovery media

Recovery media enables you to restore the storage drive to the factory default settings after all other recovery methods have failed. It is important to create recovery media as early as possible.

**Note:** The recovery operations you can perform using recovery media vary depending on the operating system from which the recovery media were created. The recovery media might contain a boot medium and a data medium. Your Microsoft Windows license permits you to create only one data medium. Ensure that you store the recovery media in a safe place after you have made them.

If you did not create recovery media as a precautionary measure, you can contact Lenovo Customer Support Center and purchase a set of recovery media from Lenovo. For a list of the Lenovo Support phone numbers for your country or region, go to:

<http://www.lenovo.com/support/phone>

The data on the recovery media can be used only for the following purposes:

- Reinstalling the programs and device drivers on your computer
- Reinstalling the operating system

- Modifying the data files on the hard disk drive using the additional files

### Creating recovery media

To create recovery media, you need a set of discs or a USB storage device (with at least 16 GB of storage capacity). The actual disc number or USB capacity that is required depends on the size of the recovery image.

**Attention:** Creating recovery media will delete anything stored on the discs or USB storage device. To avoid data loss, make a backup copy of all the data that you want to keep.

To create recovery media, click **Start → All Programs → Lenovo PC Experience**. In the prompted window, double-click **Lenovo Tools → Factory Recovery Disks**. Then, follow the instructions on the screen.

### Using recovery media

**Attention:** During the recovery process, all the files currently on the storage device of your computer will be deleted and replaced by the factory default settings.

To use the recovery media, do the following:

- If you have created the recovery media with discs, do the following:
  1. If your computer does not have an internal optical drive, connect an external optical drive to the computer.
  2. Turn on the computer and repeatedly press F12 until the Boot Menu window opens.
  3. In the Boot Menu window, select the optical drive (internal or external) as the first boot device. Then, insert the discs into the optical drive and press Enter. The recovery process starts.
  4. Follow the instructions on the screen to complete the operation.
- If you have created the recovery media with a USB storage device, do the following:
  1. Attach the USB storage device to one of the USB connectors on your computer.
  2. Turn on the computer and repeatedly press F12 until the Boot Menu window opens.
  3. In the Boot Menu window, select the USB storage device as the first boot device and press Enter. The recovery process starts.
  4. Follow the instructions on the screen to complete the operation.

**Note:** After restoring your computer to the factory default settings, you might have to reinstall the device drivers for some devices.

## Reinstalling preinstalled programs and device drivers

Your computer enables you to reinstall preinstalled programs and device drivers.

### Reinstalling preinstalled programs

To reinstall programs preinstalled on your computer, do the following:

1. Turn on your computer.
2. Go to C:\swtools.
3. Open the apps folder. The folder contains several subfolders named for various preinstalled programs.
4. Open the subfolder and locate the EXE file.
5. Double-click the EXE file and follow the instructions on the screen to complete the installation.

## Reinstalling preinstalled device drivers

**Attention:** Reinstalling device drivers will change the current configuration of your computer. Reinstall device drivers only when it is necessary to solve a problem with your computer.

To reinstall a device driver for a factory-installed device, do the following:

1. Turn on your computer.
2. Go to C:\swtools.
3. Open the Drivers folder and locate the subfolder that is named after the factory-installed device in your computer, such as AUDIO or VIDEO.
4. Open the subfolder for the device.
5. Reinstall the device driver by one of the following methods:
  - If the device subfolder contains an EXE file, double-click the EXE file and follow the instructions on the screen to complete the installation.
  - If the device subfolder contains a readme TXT file, the device driver installation information is included in the readme file. Follow the instructions to complete the installation.
  - If the device subfolder contains an INF file, right-click the INF file and select **Install**. Then follow the instructions on the screen to complete the installation.

If you need updated device drivers for your computer, download and install them from the Lenovo Support Web site at:

<http://www.lenovo.com/support>

## Recovery information for the Windows 10 operating system

This topic provides information about the Windows recovery solutions on the Windows 10 operating system.

### Resetting your computer

If your computer does not perform well, you might consider resetting your computer. In the resetting process, you can choose to keep your files or remove them, and then reinstall the Windows operating system.

To reset your computer, do the following:

**Note:** The items in the graphical user interface (GUI) might change without notice.

1. Open the Start menu, and then click **Settings → Update & security → Recovery**.
2. In the **Reset this PC** section, click **Get started**.
3. Follow the instructions on the screen to reset your computer.

### Using advanced startup options

The advanced startup options enable you to do the following:

- Change the firmware settings of the computer
- Change the startup settings of the Windows operating system
- Start the computer from an external device
- Restore the Windows operating system from a system image

To use advanced startup options, do the following:

**Note:** The items in the graphical user interface (GUI) might change without notice.



1. Open the Start menu, and then click **Settings → Update & security → Recovery**.
2. In the **Advanced startup** section, click **Restart now → Troubleshoot → Advanced options**.
3. Select a startup option you want, and then follow the instructions on the screen.

## Recovering your operating system if Windows 10 fails to start

The Windows recovery environment on your computer operates independently from the Windows 10 operating system. It enables you to recover or repair the operating system even if the Windows 10 operating system fails to start.

After two consecutive failed boot attempts, the Windows recovery environment starts automatically. Then you can choose repair and recovery options by following the on-screen instructions.

**Note:** Ensure that your computer is connected to ac power during the recovery process.

## Creating and using a recovery USB drive

You can create a recovery USB drive as a backup for the Windows recovery programs. With the recovery USB drive, you can troubleshoot and fix the problems even if the preinstalled Windows recovery programs are damaged.

It is recommended that you create a recovery USB drive as early as possible. If you did not create a recovery USB drive as a precautionary measure, you can contact Lenovo Customer Support Center and purchase one from Lenovo. For a list of the Lenovo Support phone numbers for your country or region, go to:

<http://www.lenovo.com/support/phone>

### Creating a recovery USB drive

To create a recovery USB drive, you need a USB drive with at least 16 GB of storage capacity. The actual USB capacity that is required depends on the size of the recovery image.

**Attention:** The creation process will delete anything stored on the USB drive. To avoid data loss, make a backup copy of all the data that you want to keep.

To create a recovery USB drive, do the following:

**Note:** Ensure that your computer is connected to ac power during the following process.

1. Connect a proper USB drive (at least 16 GB of storage) to the computer.
2. Type **recovery** in the search box on the taskbar. Then click **Create a recovery drive**.
3. Click **Yes** in the User Account Control window to allow the Recovery Media Creator program to start.
4. In the Recovery Drive window, follow the instructions on the screen to create a recovery USB drive.

### Using the recovery USB drive

If you cannot start your computer, use the recovery USB drive to recover your computer.

To use a recovery USB drive, do the following:

**Note:** Ensure that your computer is connected to ac power during the following process.

1. Connect the recovery USB drive to the computer.
2. Turn on or restart the computer. Before the Windows operating system starts, repeatedly press F12. The Boot Menu window opens.
3. Select the recovery USB drive as the boot device.
4. Select a preferred keyboard layout.

5. Click **Troubleshoot** to display optional recovery solutions.
6. Select a corresponding recovery solution according to your situation. Then follow the instructions on the screen to complete the process.

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## Passwords

As many as three passwords might be needed for any ThinkPad notebook computer: the power-on password, the hard disk password, and the supervisor password.

If any of these passwords has been set, a prompt for it appears on the screen whenever the computer is turned on. The computer does not start until the password is entered.

**Note:** If only a supervisor password is installed, the password prompt does not appear when the operating system is booted.

### Power-on password

A power-on password protects the system from being powered on by an unauthorized person. The password must be entered before an operating system can be booted. For how to remove the power-on password, see “How to remove the power-on password” on page 41.

### Hard-disk password

There are two hard-disk passwords:

- User hard disk password - for the user
- Master hard disk password - for the system administrator, who can use it to get access to the hard disk even if the user has changed the user hard disk password

**Note:** There are two modes for the hard disk password: **User only** and **Master + User**. The **Master + User** mode requires two hard disk passwords; the system administrator enters both in the same operation. The system administrator then provides the user hard disk password to the system user.

**Attention:** If the user hard disk password has been forgotten, check whether a master hard disk password has been set. If it has, it can be used for access to the hard disk drive. If no master hard disk password is available, neither Lenovo nor Lenovo authorized service technicians provide any services to reset either the user or the master hard disk password, or to recover data from the hard disk drive. To put the system back to operational status, the only Lenovo and Lenovo-authorized service solution would be to replace the hard disk drive or solid-state drive with a scheduled fee.

For how to remove the power-on password, see “How to remove the hard-disk password” on page 41.

### Supervisor password

The supervisor password protects the system information stored in the ThinkPad Setup program. It provides the following security features:

- If only a supervisor password is set, a password prompt is displayed when you try to start the ThinkPad Setup program. Unauthorized users cannot change most of the system configuration options in the ThinkPad Setup program without the password.
- The system administrator can use the supervisor password to access a computer even if the user of that computer has set a power-on password. The supervisor password overrides the power-on password.
- The system administrator can set the same supervisor password on many ThinkPad notebook computers to make administration easier.

**Attention:** If the supervisor password has been forgotten and cannot be made available to the service technician, there is no service procedure to reset the password. The system board must be replaced for a scheduled fee.

## How to remove the power-on password

To remove a power-on password that you have forgotten, do the following:

*(A) If no supervisor password has been set:*

1. Turn off the computer and disconnect the ac power adapter.
2. Remove the battery pack. For how to remove the battery pack, see “1010 Battery pack” on page 72.
3. Remove the coin-cell battery. For how to remove the coin-cell battery, see “1080 Coin-cell battery” on page 79.
4. Connect the ac power adapter. Turn on the computer and wait until the POST ends. After the POST ends, the password prompt does not appear. The power-on password has been removed.
5. Reinstall the coin-cell battery and the battery pack.

*(B) If a supervisor password has been set and is known by the service technician:*

1. Turn on the computer.
2. When the ThinkPad logo comes up, immediately press F1.
3. Type the supervisor password to enter the ThinkPad Setup program.
4. Select **Security**, using the cursor keys to move down the menu.
5. Select **Password**.
6. Select **Power-On Password**.
7. Type the current supervisor password in the **Enter Current Password** field. Then leave the **Enter New Password** field blank, and press Enter twice.
8. In the Changes have been saved window, press Enter.
9. Press F10 to save changes and exit the ThinkPad Setup program.

## How to remove the hard-disk password

**Attention:** If **User only** mode is selected and the user hard disk password has been forgotten and cannot be made available to the service technician, neither Lenovo nor Lenovo authorized service technicians provide any services to reset the user hard disk password, or to recover data from the hard disk drive. To put the system back to operational status, the only Lenovo and Lenovo-authorized service solution would be to replace the hard disk drive or solid-state drive with a scheduled fee.

To remove a user hard disk password that has been forgotten, when the supervisor password and the master hard disk password are known, do the following:

1. Turn on the computer.
2. When the ThinkPad logo comes up, immediately press F1 to enter ThinkPad Setup.
3. Select **Security**, using the cursor keys to move down the menu.
4. Select **Password**.
5. Select **Hard-disk x password**, where x is the letter of the hard disk drive. A pop-up window opens.
6. Select **Master hard disk password**.
7. Type the current master hard disk password in the **Enter Current Password** field. Then leave the **Enter New Password** field blank, and press Enter twice.
8. Press F10 to save changes and exit the ThinkPad Setup program. The user hard disk password and the master hard disk password have been removed.

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## Power management

To reduce power consumption, the computer has three power management modes: screen blank, sleep, and hibernation.

### Screen blank mode (for the Windows 7 operating system only)

If the time set on the “Turn off monitor” timer in the operating system expires, the LCD backlight turns off.

To put the computer into screen blank mode, do the following:

1. Right-click the battery gauge in the task bar.
2. Select **Power off display**.


To end screen blank mode and resume normal operation, press any key.

### Sleep mode

When the computer enters sleep mode, the following events occur in addition to what occurs in screen blank mode:

- The LCD is powered off.
- The hard disk drive is powered off.
- The microprocessor stops.

To enter sleep mode, do the following:

- **For Windows 7:** Open the Start menu, then click the arrow next to the **Shut down** button. Click **Sleep** from the menu displayed.
- **For Windows 10:** Open the Start menu, click  **Power**, and then click **Sleep**.

In certain circumstances, the computer goes into sleep mode automatically:

- After a period of inactivity specified in power plan settings
- When the battery indicator blinks orange, indicating that the battery power is low

To cause the computer to return from sleep mode and resume operation, do one of the following:

- Press the Fn key.
- Open the LCD cover.
- Turn on the power button.

Also, in either of the following events, the computer automatically returns from sleep mode and resumes operation:

- The ring indicator (RI) is signaled by a serial device or a PC Card device.
- The time set on the resume timer elapses.

**Note:** The computer does not accept any input immediately after it enters sleep mode. Wait a few seconds before taking any action to reenter operation mode.

### Hibernation mode

In hibernation mode, the following occurs:

- The system status, RAM, VRAM, and setup data are stored on the hard disk.
- The system is powered off.

**Note:** If the computer enters the hibernation mode while it is docked to the docking station, do not undock it before resuming normal operation. If you do undock it and then try to resume normal operation, you will get an error message, and you will have to restart the system.

If you have defined one of the following actions as the event that causes the system to go into hibernation mode, perform that action.

- Closing the lid.
- Pressing the power button.

Also, the computer goes into hibernation mode automatically after a period of inactivity specified in power plan settings.

When the power is turned on, the computer returns from hibernation mode and resumes operation. The hibernation file in the boot record on the hard disk drive is read, and system status is restored from the hard disk drive.

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## Symptom-to-FRU index

This section contains following information:

- “Numeric error codes” on page 43
- “Error messages” on page 44
- “Beep symptoms” on page 45
- “LCD-related symptoms” on page 46
- “Intermittent problems” on page 46
- “Undetermined problems” on page 46

The symptom-to-FRU index in this section lists symptoms and errors and their possible causes. The most likely cause is listed first, in boldface type.

**Note:** Do the FRU replacement or other actions in the sequence shown in the column headed “FRU or action, in sequence.” If replacing a FRU does not solve the problem, put the original part back in the computer. Do not replace a nondefective FRU.

This index can also help you determine, during regular servicing, what FRUs are likely to need to be replaced next.

A numeric error is displayed for each error detected in POST or system operation. In the displays, **n** can be any number.

If no numeric code is displayed, check the narrative descriptions of symptoms. If the symptom is not described there, go to “Intermittent problems” on page 46.

**Note:** For a device not supported by diagnostic codes in the ThinkPad notebook computers, see the manual for that device.

## Numeric error codes

Table 1. Numeric error codes

Symptom or error	FRU or action, in sequence
<b>0177</b> Bad SVP data, stop POST task—The checksum of the supervisor password in the EEPROM is not correct.	<b>System board</b>
<b>0183</b> Bad CRC of Security Settings in EFI Variable. Enter the ThinkPad Setup program.	1. <b>Run the ThinkPad Setup program, and then save current setting by pressing F10.</b> 2. System board

Table 1. Numeric error codes (continued)

Symptom or error	FRU or action, in sequence
<b>0187</b> EAIA data access error—The access to EEPROM is failed.	<b>System board</b>
<b>0188</b> Invalid RFID Serialization Information Area.	<b>System board</b>
<b>0189</b> Invalid RFID configuration information area—The EEPROM checksum is not correct.	<b>System board</b>
<b>0190</b> Critical low-battery error	1. <b>Charge the battery.</b> 2. Battery
<b>0191</b> System Security—Invalid Remote Change requested.	1. <b>Run the ThinkPad Setup program, and then save current setting by pressing F10.</b> 2. System board
<b>0199</b> System Security— Security password retry count exceeded.	1. <b>Run the ThinkPad Setup program, and then save the current setting by pressing F10.</b> 2. System board
<b>0270</b> Real Time Clock Error— System Real Time Clock is not functional.	<b>Have the computer serviced.</b>
<b>0271</b> Check Date and Time settings— Neither the date nor the time is set in the computer.	<b>Set the date and time, using ThinkPad Setup.</b>
<b>1802</b> Unauthorized network card is plugged in—Turn off and remove the network card.	1. <b>Remove wireless network card.</b> 2. System board
<b>1820</b> More than one external fingerprint reader is attached. Power off and remove all but the reader that you set up within your main operating system.	<b>Remove all but the reader that you set up for the authentication.</b>
<b>2101</b> Detection error on SSD1 (M.2)	1. <b>Reseat the M.2 solid-state drive.</b> 2. M.2 solid-state drive 3. System board
<b>2111</b> Read error on SSD1 (M.2)	1. <b>Reseat the M.2 solid-state drive.</b> 2. M.2 solid-state drive 3. System board
<b>2200</b> Machine Type and Serial Number are invalid.	<b>System board</b>
<b>2201</b> Machine UUID is invalid	<b>System board</b>

## Error messages

Table 2. Error messages

Symptom or error	FRU or action, in sequence
Fan error	1. <b>Fan</b> 2. Thermal grease 3. System board
Thermal sensing error	<b>System board</b>
Bottom cover tamper detection error	<b>System board</b>

## Beep symptoms

Lenovo SmartBeep technology enables you to decode beep errors with your smartphone when a black screen occurs with beeps from your computer. To decode the beep error with Lenovo SmartBeep technology, do the following:

1. Go to <https://support.lenovo.com/smartbeep> or scan the following QR Code.



2. Download the proper diagnostic app and install it on your smartphone.
3. Run the diagnostic app and place the smartphone near the computer.
4. Press the Fn key on your computer to emit the beep again. The diagnostic app decodes the beep error and shows possible solutions on the smartphone.

The following section describes some beep errors and the corresponding solutions.

**Note:** Do not attempt to service a product yourself unless instructed to do so by the Customer Support Center or product documentation. Only use a Lenovo-authorized service provider to repair your product.

Error codes	Solutions
0001: Reset error (platform reset not de-asserted)	<ol style="list-style-type: none"><li>1. Remove all power resources (the ac power adapter, removable battery, and coin-cell battery). Wait for one minute. Then reconnect all power resources.</li><li>2. Replace the system board (service provider only).</li></ol>
0002: Internal bus error	Replace the system board (service provider only).
0281: General embedded controller error	Replace the system board (service provider only).
0282: Memory module error	<ol style="list-style-type: none"><li>1. Reinstall or replace the memory module.</li><li>2. Replace the system board (service provider only).</li></ol>
0283: PCI resource error	<ol style="list-style-type: none"><li>1. Remove PCIe devices (the M.2 card, PCIe card, and so on) (service provider only).</li><li>2. Replace the system board (service provider only).</li></ol>
0284: TCG-compliant functionality-related error (might be the BIOS code validation failure)	Replace the system board (service provider only).
0285: TCG-compliant functionality-related error (might be the TPM initialization failure)	Replace the system board (service provider only).
0286: Integrated graphics error	Replace the system board (service provider only).
0287: Discrete graphics error	<ol style="list-style-type: none"><li>1. Reinstall or replace the discrete graphics card (service provider only).</li><li>2. Replace the system board (service provider only).</li></ol>
0288: Computer display error	<ol style="list-style-type: none"><li>1. Reconnect the display cable on both the system board side and the computer display side (service provider only).</li><li>2. Replace the system board (service provider only).</li></ol>

## LCD-related symptoms

**Important:** The TFT LCD for the notebook computer contains many thin-film transistors (TFTs). The presence of a small number of dots that are missing, discolored, or always lighted is characteristic of TFT LCD technology, but excessive pixel problems can cause viewing concerns.

If the LCD you are servicing has two or less visible defective pixels, it should not be considered faulty. However, if the LCD has three or more visible defective pixels, it will be deemed as defective by Lenovo and it should be replaced.

### Notes:

- This policy applies to all ThinkPad notebook computers purchased on 1 January, 2008 or later.
- Lenovo will not provide warranty replacement if the LCD is within specifications because we cannot guarantee that any replacement LCD will have zero pixel defects.
- One pixel consists of R, G, B sub-pixels.

Table 3. LCD-related symptoms

Symptom or error	FRU or action, in sequence
No beep, power-on indicator on, and a blank LCD during POST.	<b>System board.</b>
<ul style="list-style-type: none"><li>• LCD backlight not working.</li><li>• LCD too dark.</li><li>• LCD brightness cannot be adjusted.</li><li>• LCD contrast cannot be adjusted.</li></ul>	<ol style="list-style-type: none"><li>1. <b>Reseat the LCD connectors.</b></li><li>2. LCD assembly.</li><li>3. System board.</li></ol>
<ul style="list-style-type: none"><li>• LCD screen unreadable.</li><li>• Characters missing pixels.</li><li>• Screen abnormal.</li><li>• Wrong color displayed.</li></ul>	<ol style="list-style-type: none"><li>1. <b>See important note for “LCD-related symptoms.”</b></li><li>2. Reseat all LCD connectors.</li><li>3. LCD assembly.</li><li>4. System board.</li></ol>
Horizontal or vertical lines displayed on LCD.	<b>LCD assembly.</b>

## Intermittent problems

Intermittent system hang problems can be due to a variety of causes that have nothing to do with a hardware defect, such as cosmic radiation, electrostatic discharge, or software errors. FRU replacement should be considered only when a problem recurs.

When analyzing an intermittent problem, do the following:

1. Run the diagnostic test for the system board in loop mode **at least 10 times**.
2. If no error is detected, do not replace any FRUs.
3. If any error is detected, replace the FRU shown by the FRU code. Rerun the test to verify that no more errors exist.

## Undetermined problems

If the diagnostic tests did not identify the device that has failed, if wrong devices are installed, or if the system simply is not operating, follow these procedures to isolate the failing FRU (do not isolate FRUs that have no defects).

Verify that all attached devices are supported by the computer.

Verify that the power supply being used at the time of the failure is operating correctly. (See “Power system checkout” on page 32.)



1. Turn off the computer.
2. Visually check each FRU for damage. Replace any damaged FRU.
3. Remove or disconnect all of the following devices:
  - a. Non-ThinkPad devices
  - b. Devices attached to the docking station or the port replicator
  - c. Printer, mouse, and other external devices
  - d. Battery pack
  - e. Hard disk drive
  - f. Optical drive
  - g. Memory module under the bottom cover (if there is one)
  - h. PC cards
4. Turn on the computer.
5. Determine whether the problem has been solved.
6. If the problem does not recur, reconnect the removed devices one at a time until you find the failing FRU.
7. If the problem remains, replace the following FRUs one at a time (do not replace a non-defective FRU):
  - a. System board
  - b. LCD assembly



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## Chapter 5. Locations

This chapter introduces the locations of some computer hardware components.

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### Locating computer controls, connectors, and indicators

This section introduces the locations of the computer controls, connectors, and indicators.

#### Front view



<b>1</b> Camera (available on some models)	<b>2</b> Microphones (available on some models)
<b>3</b> Power button	<b>4</b> Numeric keypad
<b>5</b> Fingerprint reader (available on some models)	<b>6</b> Trackpad
<b>7</b> TrackPoint® buttons	<b>8</b> TrackPoint pointing stick

#### Left-side view



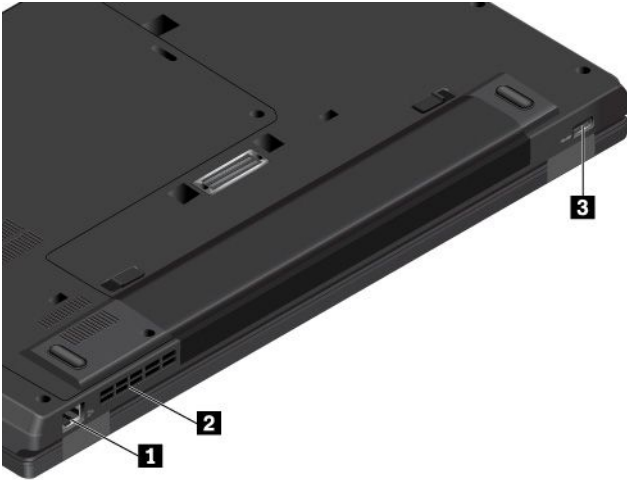
<b>1</b> Power connector	<b>2</b> Mini DisplayPort® connector
<b>3</b> Video graphics array (VGA) connector	<b>4</b> Always On USB 3.0 connector
<b>5</b> ExpressCard slot (available on some models)	<b>6</b> Media-card slot

**Right-side view**



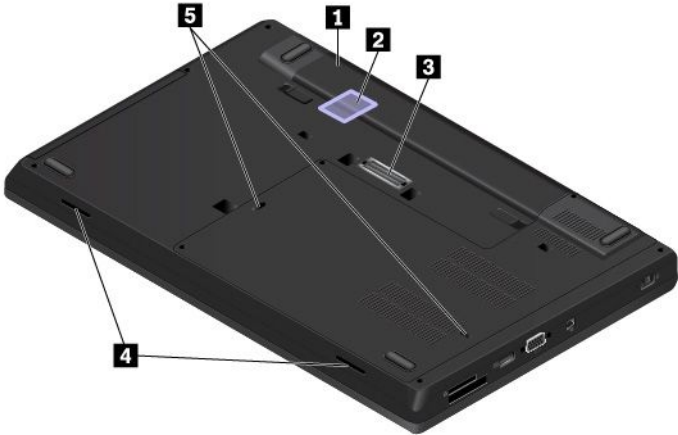
<b>1</b> Audio connector	<b>2</b> Smart-card slot (available on some models)
<b>3</b> Optical-drive bay	<b>4</b> USB 3.0 connectors
<b>5</b> Security-lock slot	

**Rear view**



<b>1</b> Ethernet connector	<b>2</b> Fan louvers
<b>3</b> USB 3.0 connector	

**Bottom view**



<b>1</b> Removable battery	<b>2</b> Micro-SIM-card slot
<b>3</b> Docking-station connector	<b>4</b> Speakers
<b>5</b> Keyboard drainage holes	

## Status indicators

This section provides information about locating and identifying the various status indicators on your computer.

**Note:** Depending on the model, your computer might look different from the following illustrations.

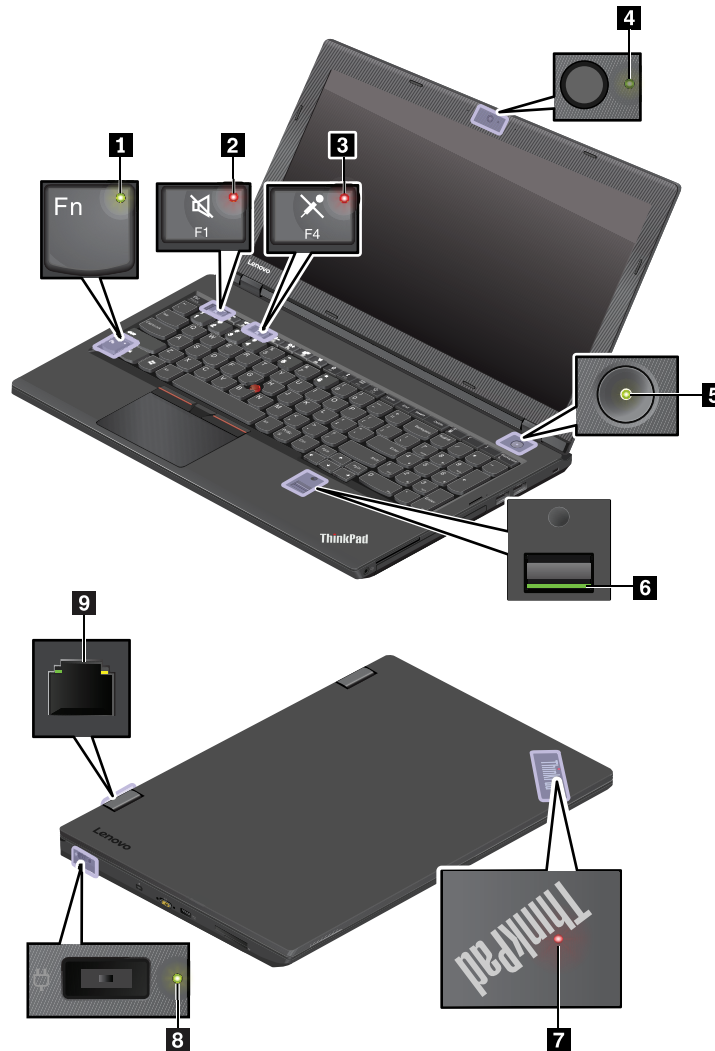


Table 4. Status indicators

Indicator	Meaning
<b>1</b> Fn Lock indicator	This indicator shows the status of Fn Lock function. For more information, see “Function keys and key combinations” on page 52.
<b>2</b> Speaker-mute indicator	<b>On:</b> The speakers are muted.
<b>3</b> Microphone-mute indicator	<b>On:</b> The microphones are muted.
<b>4</b> Camera status indicator	<b>On:</b> The camera is in use.

Table 4. Status indicators (continued)

Indicator	Meaning
<b>5 7</b> System status indicators	<p>The indicator in the ThinkPad logo on the computer lid and the indicator in the power button show the system status of the computer.</p> <ul style="list-style-type: none"> <li>• <b>Blinks for three times:</b> The computer is initially connected to power.</li> <li>• <b>On:</b> The computer is on (in normal mode).</li> <li>• <b>Off:</b> The computer is off or in hibernation mode.</li> <li>• <b>Blinks quickly:</b> The computer is entering sleep or hibernation mode.</li> <li>• <b>Blinks slowly:</b> The computer is in sleep mode.</li> </ul>
<b>6</b> Fingerprint reader indicator	<p>This indicator shows the status of the fingerprint reader.</p> <ul style="list-style-type: none"> <li>• <b>Green:</b> The fingerprint reader is ready for tapping.</li> <li>• <b>Amber, blinking:</b> The fingerprint cannot be authenticated.</li> <li>• <b>Off:</b> The fingerprint reader is not ready for tapping.</li> </ul>
<b>8</b> ac power status indicator	<p>This indicator shows the ac power and battery power status of the computer.</p> <ul style="list-style-type: none"> <li>• <b>Green:</b> connected to ac power (battery power 80%–100%)</li> <li>• <b>Yellow:</b> connected to ac power (battery power 1%–80%)</li> <li>• <b>Off:</b> not connected to ac power</li> </ul>
<b>9</b> Network status indicators	<p>The indicators in the Ethernet connector show the network status of the computer.</p> <ul style="list-style-type: none"> <li>• <b>Green:</b> The computer is connected to a LAN.</li> <li>• <b>Yellow, blinking:</b> Data is being transmitted.</li> <li>• <b>Off:</b> The computer is not connected to a LAN.</li> </ul>

## Function keys and key combinations

The following table describes the functions of function keys and key combinations.

Table 5. Function keys and key combinations





Function keys and key combinations	Description
	<p>You can configure the Fn key and function keys in the Keyboard Properties window by doing the following:</p> <ol style="list-style-type: none"> <li>1. Go to Control Panel, and then change the view of Control Panel from Category to Large icons or Small icons.</li> <li>2. Click <b>Keyboard</b>. In the Keyboard Properties window, click the <b>Fn and function keys</b> tab.</li> <li>3. Select the options of your preference.</li> </ol> <p>Press Fn+Esc to switch the key function between the standard F1–F12 function and the special function printed as an icon on each key. You can change the default function in the Keyboard Properties window.</p>
	<p>Mute or unmute the speakers.</p> <p>If you mute the sound and turn off your computer, the sound will remain muted when you turn on your computer. To turn on the sound, press F2 or F3.</p>
	Decrease the speaker volume.
	Increase the speaker volume.

Table 5. Function keys and key combinations (continued)














Function keys and key combinations	Description
	Mute or unmute the microphones.
	Darken the computer display.
	Brighten the computer display.
	Manage external displays.
	Enable or disable the built-in wireless features.
	<ul style="list-style-type: none"> <li>• <b>For Windows 7:</b> Open Control Panel.</li> <li>• <b>For Windows 10:</b> Open the Settings window.</li> </ul>
	Enable or disable the built-in Bluetooth features.
	Open a keyboard setting page.
	<p>Invoke the function defined by yourself. If no function is defined, the following default function works:</p> <ul style="list-style-type: none"> <li>• <b>For Windows 7:</b> Open the search box.</li> <li>• <b>For Windows 10:</b> Open the Cortana personal assistant.</li> </ul> <p>To define or change the function, do the following:</p> <ul style="list-style-type: none"> <li>• <b>For Windows 7:</b> <ol style="list-style-type: none"> <li>1. Open Control Panel, and then change the view of Control Panel from Category to Large icons or Small icons.</li> <li>2. Click <b>Lenovo - Keyboard Manager</b>. In the Keyboard Manager window, click the <b>USER-DEFINED KEY</b> tab.</li> <li>3. Follow the instructions on the screen to complete the setting.</li> </ol> <p>On this setting page, you can also define different functions for the key combinations with F12, such as Shift+F12, Alt+F12, or Ctrl+F12.</p> </li> <li>• <b>For Windows 10:</b> <ol style="list-style-type: none"> <li>1. Open the Lenovo Settings program.</li> <li>2. Click the input icon .</li> <li>3. Locate the <b>KEYBOARD: USER-DEFINED KEY</b> section and follow the instructions on the screen to complete the setting.</li> </ol> <p>On this setting page, you can also define different functions for the key combinations with F12, such as Shift+F12, Alt+F12, or Ctrl+F12.</p> </li> </ul>
	Open the calculator.
	Put your computer into sleep mode.
	Open the Snipping Tool program.

Table 5. Function keys and key combinations (continued)

Function keys and key combinations	Description
Fn+B	This key combination has the same function as the Break key on a conventional external keyboard.
Fn+K	This key combination has the same function as the ScrLK or Scroll Lock key on a conventional external keyboard.
Fn+P	This key combination has the same function as the Pause key on a conventional external keyboard.
Fn+S	This key combination has the same function as the SysRq key on a conventional external keyboard.
Fn+4	Press Fn+4 to put the computer into sleep mode. To wake up the computer, press any key or the power button.

## Locating FRUs and CRUs

This topic introduces the following service parts:

- “Major FRUs and CRUs” on page 55
- “LCD FRUs and CRUs” on page 57

### Notes:

- Each FRU is available for all types or models, unless otherwise specified.

#### • CRU statement for customers:

You can resolve some problems with your product with a replacement part you can install yourself, called a “Customer Replaceable Unit” or “CRU.” Some CRUs are designated as self-service CRUs and others are designated as optional-service CRUs. *Installation of self-service CRUs is your responsibility. For optional-service CRUs, you can either install the CRU yourself or you can request that a Service Provider install the CRU according to the warranty service for your product.* If you intend on installing the CRU, Lenovo will ship the CRU to you. CRU information and replacement instructions are shipped with your product and are available from Lenovo at any time upon request. You can find a list of CRUs for your product in this *Hardware Maintenance Manual*. An electronic version of this manual can be found at <http://www.lenovo.com/support>. Click **User Guides & Manuals** and then follow the on-screen instructions to find the manual for your product. You might be required to return the defective part that is replaced by the CRU. When return is required: (1) return instructions, a prepaid shipping label, and a container will be included with the replacement CRU; and (2) you might be charged for the replacement CRU if Lenovo does not receive the defective CRU within thirty (30) days of your receipt of the replacement CRU. See your Lenovo Limited Warranty documentation for full details.

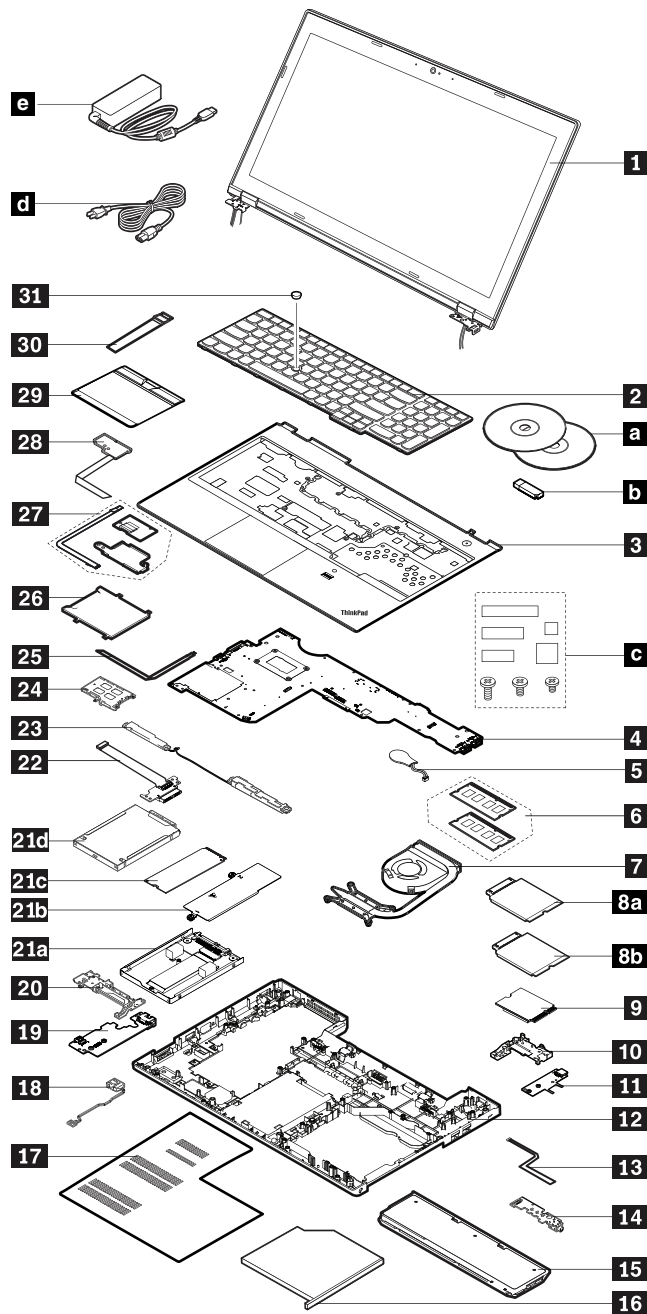
ThinkPad computers contain the following types of CRUs:

- **Self-service CRUs:** Refer to parts that can be installed or replaced easily by customer themselves or by trained service technicians at an additional cost.
- **Optional-service CRUs:** Refer to parts that can be installed or replaced by customers with a greater skill level. Trained service technicians can also provide service to install or replace the parts under the type of warranty designated for the customer’s machine.

- FRUs marked with **OP** are available as options.



## Major FRUs and CRUs



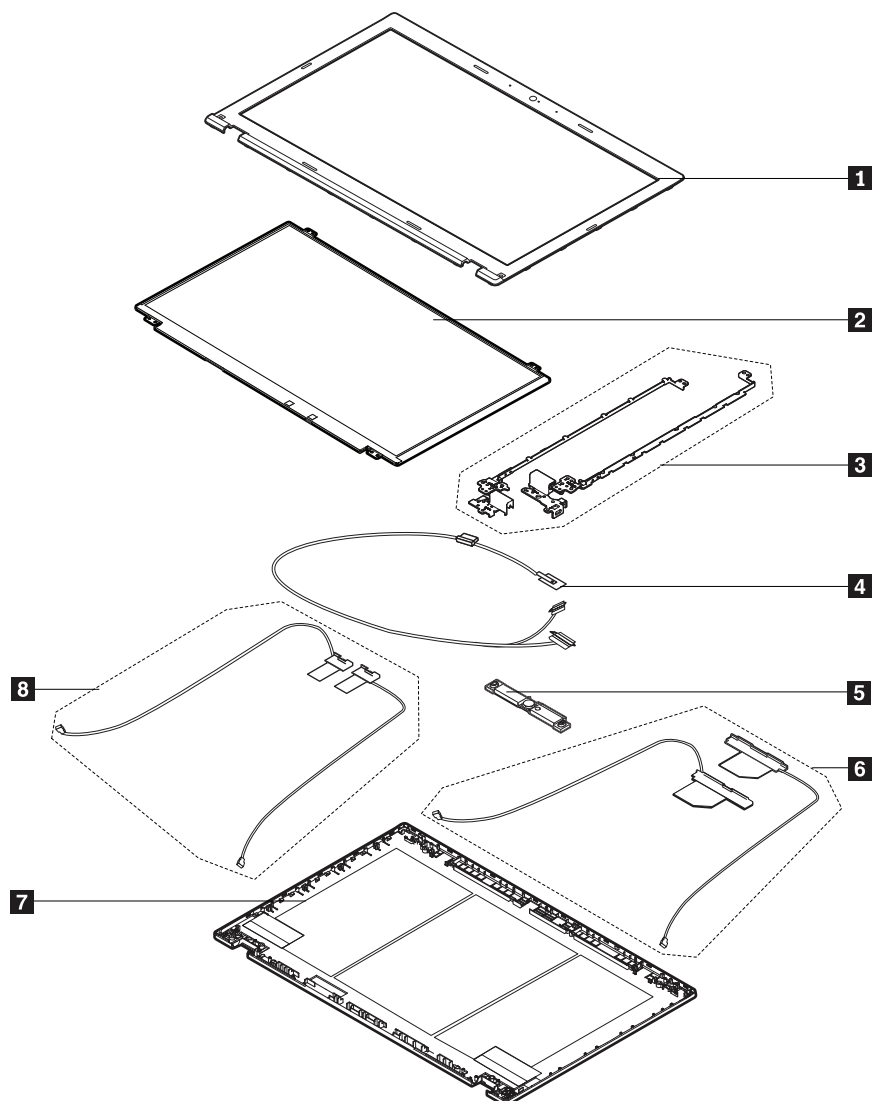
No.	Description	Self-service CRU	Optional-service CRU
<b>1</b>	LCD unit	No	No
<b>2</b>	Keyboard	No	Yes
<b>3</b>	Keyboard bezel assembly	No	No
<b>4</b>	System board assembly	No	No
<b>5</b>	Coin-cell battery	Yes	No
<b>6</b>	Memory modules	Yes	No

No.	Description	Self-service CRU	Optional-service CRU
<b>7</b>	Thermal-fan assembly	No	No
<b>8a</b>	Wireless wide area network (WWAN) card (available on some models)	No	Yes
<b>8b</b>	M.2 solid-state drive in the wireless-WAN-card slot (available on some models)	No	Yes
<b>9</b>	Wireless local area network (WLAN) card	No	Yes
<b>10</b>	Saddle bracket (right)	No	No
<b>11</b>	USB card	No	No
<b>12</b>	Base cover assembly	No	No
<b>13</b>	Audio cable	No	No
<b>14</b>	Audio card	No	No
<b>15</b>	Battery pack	Yes	No
<b>16</b>	Optical drive or blank bezel	Yes	No
<b>17</b>	Bottom door	Yes	No
<b>18</b>	dc-in cable	No	No
<b>19</b>	Ethernet card	No	No
<b>20</b>	Saddle bracket (left)	No	No
<b>21a</b>	M.2 solid-state drive adapter in the internal-storage-drive bay	Yes	No
<b>21b</b>	Thermal plate for the M.2 solid-state drive in the internal-storage-drive bay	Yes	No
<b>21c</b>	M.2 solid-state drive in the internal-storage-drive bay	Yes	No
<b>21d</b>	Internal storage drive (hard disk drive assembly or solid-state drive assembly)	Yes	No
<b>22</b>	ODD card with cable	No	No
<b>23</b>	Speaker assembly	No	No
<b>24</b>	ExpressCard slot or dummy ExpressCard (available on some models)	No	No
<b>25</b>	Smart-card cable	No	No
<b>26</b>	Smart card reader assembly or dummy smart card reader (available on some models)	No	No
<b>27</b>	Fingerprint reader assembly (available on some models)	No	No
<b>28</b>	Power button card	No	No
<b>29</b>	Trackpad	No	No
<b>30</b>	Trackpad cable	No	No
<b>31</b>	TrackPoint cap	Yes	No
<b>a</b>	Lenovo recovery disc set (available on some models)	No	No
<b>b</b>	Lenovo factory recovery USB key (available on some models)	No	No
<b>c</b>	Miscellaneous parts kits	No	No

No.	Description	Self-service CRU	Optional-service CRU
<b>d</b>	Power cord	Yes	No
<b>e</b>	ac power adapter	Yes	No

**Note:** The Lenovo recovery disc set **a** and the Lenovo factory recovery USB key **b** are used to restore the Microsoft Windows operating system. They might not come with the computer, and a user might order them from <http://www.lenovo.com/lenovorecovery>, though additional shipping and handling fees might apply.

## LCD FRUs and CRUs



No.	Description	Self-service CRU	Optional-service CRU
<b>1</b>	LCD front bezel	No	No
<b>2</b>	LCD panel	No	No
<b>3</b>	LCD hinges	No	No
<b>4</b>	LCD cable	No	No

No.	Description	Self-service CRU	Optional-service CRU
<b>5</b>	One of the following (depending on the model): <ul style="list-style-type: none"> <li>• Microphone/Camera combo card (with LED and LID sensor)</li> <li>• Microphone card with LID sensor</li> <li>• LID sensor only</li> </ul>	No	No
<b>6</b>	WWAN antenna assembly (depending on the model)	No	No
<b>7</b>	LCD rear cover assembly	No	No
<b>8</b>	WLAN antenna assembly	No	No

## Miscellaneous kits

FRU description	Self-service CRU	Optional service CRU
<ul style="list-style-type: none"> <li>• Screw kit <ul style="list-style-type: none"> <li>– M2 * L5, black (29)</li> <li>– M2 * L3, black (12)</li> <li>– M2.5 * L8, black (2)</li> <li>– M2.5 * L6, black (4)</li> <li>– M2 * L3, black, large head, for speaker/USB card/Ethernet card (8)</li> <li>– M2.5 * L4, silver (8)</li> <li>– M2 * L3, gold, for trackpad (4)</li> <li>– M2 * L2.5, silver (6)</li> </ul> </li> <li>• ExpressCard film</li> <li>• GEO label kit</li> <li>• Camera subparts <ul style="list-style-type: none"> <li>– Camera plate, for the machine with camera (1)</li> <li>– Camera plate, for the machine without camera (1)</li> <li>– Miscellaneous rubbers (2)</li> </ul> </li> </ul>	No	No

## Connector and cable guide

This topic provides information to help Lenovo authorized service technicians identify connectors and cables for replacement purpose. To view each FRU and the exploded illustration of the computer, see “Major FRUs and CRUs” on page 55 and “Locating FRUs and CRUs” on page 54.

**Note:** Depending on your computer model, some connectors or cables might not be available.

## System board connectors and cables

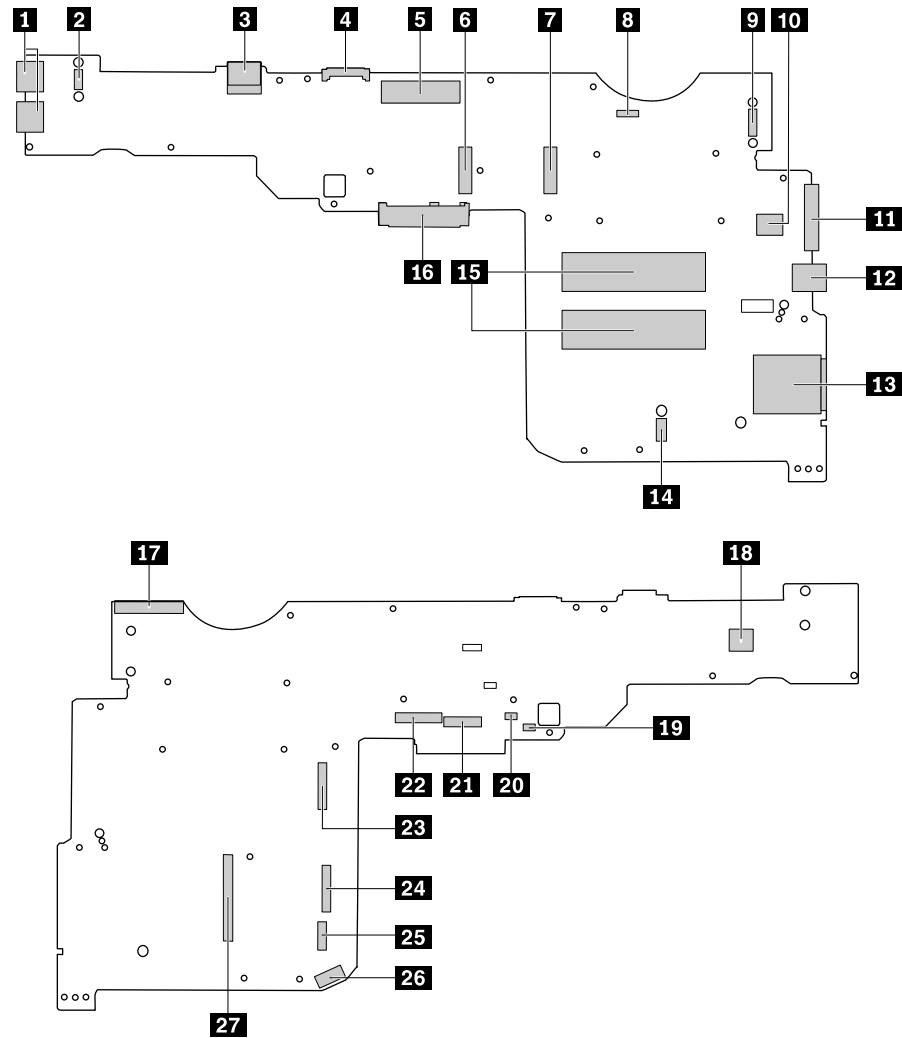


Table 6. System board connector and cable guide

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	USB 3.0 connector (external)	No	Connect USB-compatible devices to this connector.
<b>2</b>	USB card connector (internal)	No	Connect the USB card to this connector.
<b>3</b>	Micro-SIM-card slot (external)	No	If the computer supports wireless WAN, insert a micro Subscriber Identification Module (SIM) card into this slot to establish WWAN connections.
<b>4</b>	Battery pack connector (external)	No	Connect the removable battery directly to this connector.
<b>5</b>	Docking station connector (external)	No	Connect a supported docking station to your computer through this connector.
<b>6</b>	WWAN card slot (internal)	No	Insert the WWAN card or M.2 solid-state drive into this slot.

Table 6. System board connector and cable guide (continued)

Item	Connector (location)	Internal cable required	Cable connection
<b>7</b>	WLAN card slot (internal)	No	Insert the WLAN card into this slot.
<b>8</b>	Thermal fan connector (internal)	Thermal fan assembly cable	The thermal fan assembly comes with cable. Connect the cable to this connector.
<b>9</b>	Ethernet card connector (internal)	No	Connect the Ethernet card to this connector.
<b>10</b>	dc-in connector (internal)	dc-in cable	The power connector of the computer comes with the dc-in cable. Connect the cable to this connector.
<b>11</b>	VGA connector (external)	No	Connect the computer to an external display.
<b>12</b>	Always On USB 3.0 connector (external)	No	Connect USB-compatible devices to this connector.
<b>13</b>	Media-card slot (external)	No	Insert a media card into this slot to read the data on the card.
<b>14</b>	Coin-cell battery connector (internal)	Coin-cell battery cable	The coin-cell battery comes with a cable. Connect the cable to this connector.
<b>15</b>	Memory module connector (internal)	No	Connect memory modules to this connector.
<b>16</b>	Hard disk drive connector (internal)	No	Connect the hard disk drive directly to this connector.
<b>17</b>	LCD connector (internal)	LCD cable	Connect one end to the LCD panel and the other end to this connector.
<b>18</b>	Power button card connector (internal)	Power button card cable	The power button card comes with cable. Connect the cable to this connector.
<b>19</b>	Smart card reader connector (internal)	Smart-card cable	Connect one end to the smart card reader and the other end to this connector.
<b>20</b>	Fingerprint reader card connector (internal)	Fingerprint reader card cable	Connect one end to the fingerprint reader card and the other end to this connector.
<b>21</b>	TrackPoint pointing stick connector (internal)	TrackPoint pointing stick cable	The TrackPoint pointing stick comes with cable. Connect the cable to this connector.
<b>22</b>	Keyboard connector (internal)	Keyboard assembly cable	The keyboard assembly comes with cable. Connect the cable to this connector.
<b>23</b>	Trackpad connector (internal)	Trackpad cable	Connect one end to the trackpad and the other end to this connector.
<b>24</b>	ODD card connector (internal)	ODD card cable	The ODD card comes with cable. Connect the cable to this connector.

Table 6. System board connector and cable guide (continued)

Item	Connector (location)	Internal cable required	Cable connection
<b>25</b>	Audio connector (internal)	Audio cable	Connect one end to the Audio card and the other end to this connector.
<b>26</b>	Speaker assembly connector (internal)	Speaker assembly cable	The speaker assembly comes with cable. Connect the cable to this connector.
<b>27</b>	ExpressCard connector (external)	No	Connect the ExpressCard to this connector.

#### Camera/microphone card connector and cable

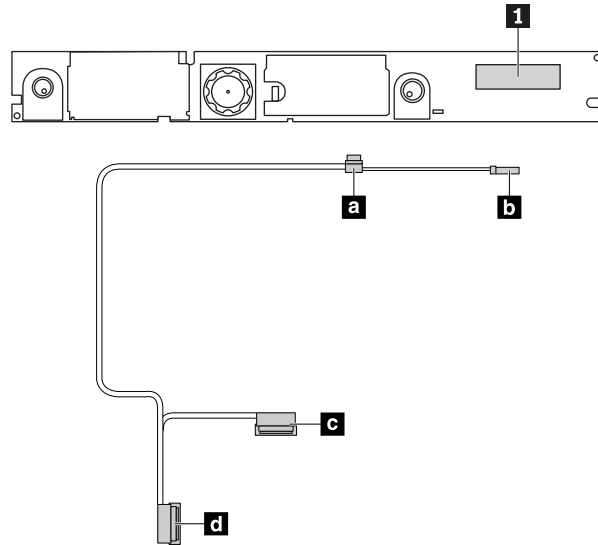


Table 7. Camera/microphone card connector and cable guide

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	Camera/microphone card connector (internal)	LCD cable	Connect the end <b>b</b> of the LCD cable to the A cover, and connect the end <b>c</b> to the LCD connector on the LCD panel. Then connect the end <b>d</b> to the LCD connector on the system board and the end <b>a</b> to this connector.

## WWAN card connectors and cables

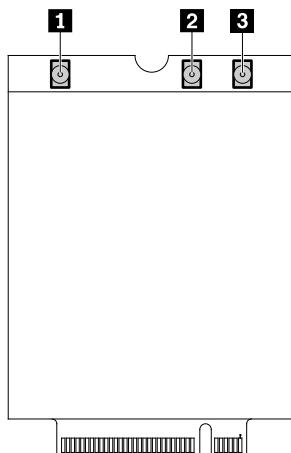


Table 8. Wireless-WAN card

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	WWAN antenna connector (internal)	WWAN antenna kit	Connect one end of the red WWAN antenna to the A-cover and the other end to this connector.
<b>2</b>	GPS connector (internal) (available on some models)	No	No
<b>3</b>	WWAN antenna connector (internal)	WWAN antenna kit	Connect one end of the blue WWAN antenna to the A-cover and the other end to this connector.

## WLAN card connectors and cables

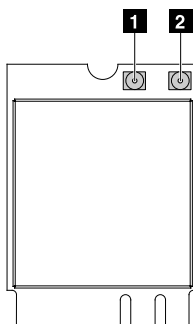


Table 9. Wireless-LAN card

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	WLAN antenna connector (internal)	Wireless-LAN antenna kit	Connect one end of the gray WLAN antenna to the A-cover and the other end to this connector.
<b>2</b>	WLAN antenna connector (internal)	Wireless-LAN antenna kit	Connect one end of the black WLAN antenna to the A-cover and the other end to this connector.



## Ethernet card connector and cable

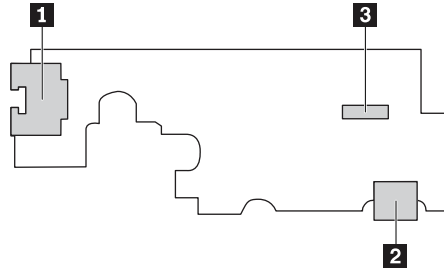


Table 10. Ethernet card connector

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	Ethernet connector (external)	No	This connector connects the computer to a local area network (LAN).
<b>2</b>	Mini DisplayPort connector (external)	No	This connector connects your computer to a compatible projector, external display, or high-definition television.
<b>3</b>	Ethernet card connector (internal)	No	This connector connects the Ethernet card and the system board.

## Audio card connector and cable

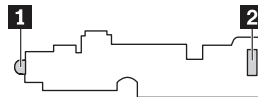


Table 11. Audio card connector

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	Audio connector (external)	No	Connect headphones or a headset to this connector.
<b>2</b>	Audio card connector (internal)	Audio cable	Connect one end to the system board and the other end to this connector.

## ODD card connector and cable

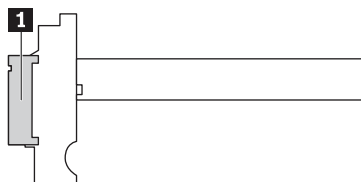


Table 12. ODD card connector

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	ODD card connector (external)	No	Connect the optical drive to this connector.

## Smart card reader connector and cable

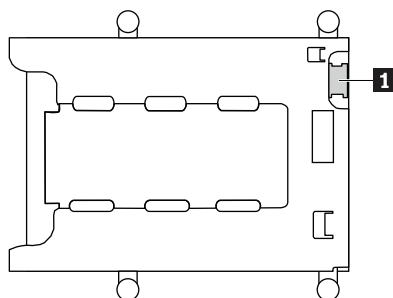


Table 13. Smart card reader connector

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	Smart card reader connector (internal)	Smart-card cable	Connect one end to the smart card reader connector on the system board and the other end to this connector.

## Fingerprint reader card connector and cable

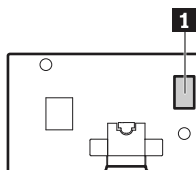


Table 14. Fingerprint reader card connector

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	Fingerprint reader card connector (internal)	Fingerprint reader card cable	Connect one end to the fingerprint reader card connector on the system board and the other end to this connector.

## USB card connector and cable

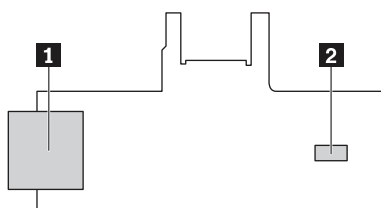


Table 15. USB card connector

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	USB 3.0 connector (external)	No	Connect USB-compatible devices to this connector.
<b>2</b>	USB card connector (internal)	No	This connector connects the USB card and the system board.

## Looking up FRU information

For detailed FRU information, including part numbers, descriptions, and substitution part numbers, go to <http://www.lenovo.com/serviceparts-lookup>.



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## Chapter 6. FRU replacement notices

This chapter provides instructions on how to remove or replace a FRU.

### CRU statement for customers:

You can resolve some problems with your product with a replacement part you can install yourself, called a “Customer Replaceable Unit” or “CRU.” Some CRUs are designated as self-service CRUs and others are designated as optional-service CRUs. *Installation of self-service CRUs is your responsibility. For optional-service CRUs, you can either install the CRU yourself or you can request that a Service Provider install the CRU according to the warranty service for your product.* If you intend on installing the CRU, Lenovo will ship the CRU to you. CRU information and replacement instructions are shipped with your product and are available from Lenovo at any time upon request. You can find a list of CRUs for your product in this *Hardware Maintenance Manual*. An electronic version of this manual is available for downloading at <http://www.lenovo.com/support>. You might be required to return the defective CRU. When return is required: (1) return instructions, a prepaid shipping label, and a container will be included with the replacement CRU; and (2) you might be charged for the replacement CRU if Lenovo does not receive the defective part within thirty (30) days of your receipt of the replacement CRU. See your Lenovo Limited Warranty documentation for full details.

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## Screw notices

Loose screws can cause a reliability problem. In the ThinkPad notebook computer, this problem is addressed with special nylon-coated screws that have the following characteristics:

- They maintain tight connections.
- They do not easily come loose, even with shock or vibration.
- They are harder to tighten.

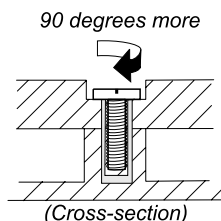
Do the following when you service this machine:

- Keep the screw kit in your tool bag. For the part number of the screw kit, go to <http://www.lenovo.com/serviceparts-lookup>.
- It is recommended to use new screws.
- It is recommended to use each screw only once.
- Use a torque screwdriver if you have one.

Tighten screws as follows:

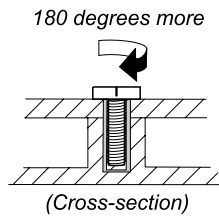
- **Plastic to plastic**

Turn an additional 90 degrees after the screw head touches the surface of the plastic part.



- **Logic card to plastic**

Turn an additional 180 degrees after the screw head touches the surface of the logic card.



#### Notes:

- Ensure that you use the correct screw. It is recommended to use new screws for replacements. If you have a torque screwdriver, tighten all screws firmly to the torque specified in the screw information table for each step.
- Ensure that the torque screwdrivers are calibrated correctly following country specifications.

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## Retaining serial numbers

This topic provides instructions on the following:

- “Restoring the serial number of the system unit” on page 68
- “Retaining the UUID” on page 69

## Restoring the serial number of the system unit

When the computer was manufactured, the EEPROM on the system board was loaded with the serial numbers of the system and all major components. These numbers need to remain the same throughout the life of the computer.

If you replace the system board, you must restore the serial number of the system unit to its original value.

The serial number of the system unit is written on the label attached to the bottom of the computer.

If you cannot find the serial number of the system unit on the bottom of the computer, try the following method to get the number:

**Note:** Before you perform the operation, ensure that the UEFI/Legacy setting within the **Startup** menu in the ThinkPad Setup program is set to **UEFI Only**.

1. Connect a USB memory key to the computer.
2. Go to <http://www.lenovo.com/maintenanceutilities> and follow the instructions on the screen to create a Maintenance Key.

**Note:** Only an authorized Lenovo service technician can access the above Web site.

3. Restart the computer.
4. When the logo is displayed, press Esc. The ThinkPad Config Information Update Utility interface is displayed.
5. Type 1 under **Enter the action desired**, then press Enter. The ThinkPad Serial Number Update Utility for Asset ID screen is displayed.
6. Type 2 under **Enter the action desired**, then press Enter. The serial number of each device in your computer is displayed; the serial number of the system unit is listed as follows:  
**20- Serial number**
7. Record the serial number of the system unit.

After you replace the system board, do the following to restore the serial number of the system unit:

1. Connect the Maintenance Key to the computer.

2. When the logo is displayed, press Esc. The ThinkPad Config Information Update Utility interface is displayed.
3. Type 1 under **Enter the action desired**, then press Enter. The ThinkPad Serial Number Update Utility for Asset ID screen is displayed.
4. Type 1 under **Enter the action desired**, then press Enter. Then follow the instructions on the screen to restore the serial number of the system unit.

## Retaining the UUID

The Universally Unique Identifier (UUID) is a 128-bit number uniquely assigned to your computer at production and stored in the EEPROM of your system board.

The algorithm that generates the number is designed to provide unique IDs until the year A.D. 3400. No two computers in the world have the same number.

When you replace the system board, perform the following steps to create a new UUID for the system board if the system board does not have a UUID:

**Note:** Before you perform the operation, ensure that the UEFI/Legacy setting within the **Startup** menu in the ThinkPad Setup program is set to **UEFI Only**.

1. Connect a USB memory key to the computer.
2. Go to <http://www.lenovo.com/maintenanceutilities> and follow the instructions on the screen to create a Maintenance Key.

**Note:** Only an authorized Lenovo service technician can access the above Web site.

3. Restart the computer.
4. When the logo screen is displayed, press Esc. The ThinkPad Config Information Update Utility interface is displayed.
5. Type 2 under **Enter the action desired**, then press Enter. The Auto UUID generation utility interface is displayed.
6. Type y under **Change UUID. OK? [Y/N]**, then press Enter. A new UUID is created and written. If a valid UUID already exists, it is not overwritten.

## Reading or writing the ECA information

Information about Engineering Change Announcements (ECA) is stored in the EEPROM of the system board. The electronic storage of this information simplifies the procedure to check if the ECA has been previously applied to a machine. The machine does not need to be disassembled to check for the ECA application.

To check what ECAs have been previously applied to the machine, use the ECA Information Read/Write function on the LENOVO ThinkPad Hardware Maintenance Diskette or Maintenance Key.

1. Insert the latest version of LENOVO ThinkPad Hardware Maintenance Diskette or Maintenance Key, and then restart the computer.
2. From the main menu, select **6. Set ECA Information**.
3. To read the ECA information, select **2. Read ECA/rework number from EEPROM** and follow the instructions on the screen; To read box build date, select **5. Read box build date from EEPROM**, and follow the instructions on the screen.

After an ECA has been applied to the machine, the EEPROM must be updated to reflect the ECA's application. Use the latest version of LENOVO ThinkPad Hardware Maintenance Diskette or Maintenance Key to update the EEPROM.

**Note:** Only the ECA number is stored in the EEPROM. The machine type of the ECA is assumed to be the same as the machine type of the machine that had the ECA applied to it.

1. Insert the latest version of LENOVO ThinkPad Hardware Maintenance Diskette or Maintenance Key, and then restart the computer.
2. From the main menu, select **6. Set ECA Information**.
3. To write the ECA information, select **1. Write ECA/rework number from EEPROM**, and follow the instruction; To write box build date, select **4. Write box build date from EEPROM**, and follow the instruction on the screen.

If the system board is being replaced, try to read the ECA information from the old system board and transfer the information to the new system. If the system board is inoperable, this will not be possible.



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## Chapter 7. Removing or replacing a FRU

This chapter provides instructions on how to remove or replace a FRU.

### CRU statement for customers:

You can resolve some problems with your product with a replacement part you can install yourself, called a “Customer Replaceable Unit” or “CRU.” Some CRUs are designated as self-service CRUs and others are designated as optional-service CRUs. *Installation of self-service CRUs is your responsibility. For optional-service CRUs, you can either install the CRU yourself or you can request that a Service Provider install the CRU according to the warranty service for your product.* If you intend on installing the CRU, Lenovo will ship the CRU to you. CRU information and replacement instructions are shipped with your product and are available from Lenovo at any time upon request. You can find a list of CRUs for your product in this *Hardware Maintenance Manual*. An electronic version of this manual is available for downloading at <http://www.lenovo.com/support>. You might be required to return the defective CRU. When return is required: (1) return instructions, a prepaid shipping label, and a container will be included with the replacement CRU; and (2) you might be charged for the replacement CRU if Lenovo does not receive the defective part within thirty (30) days of your receipt of the replacement CRU. See your Lenovo Limited Warranty documentation for full details.

### General guidelines:

When removing or replacing a FRU, be sure to observe the following general guidelines:

1. Do not try to service any computer unless you have been trained and certified. An untrained person runs the risk of damaging parts.
2. Before replacing any FRU, review Chapter 6 “FRU replacement notices” on page 67.
3. Begin by removing any FRUs that have to be removed before replacing the failing FRU. Such FRUs are listed at the beginning of each FRU replacement procedure. Remove them in the order in which they are listed.
4. Follow the correct sequence in the steps for removing a FRU, as given in the drawings by the numbers in square callouts.
5. When turning a screw, turn it in the direction as shown by the arrow in the drawing.
6. When removing a FRU, move it in the direction as shown by the arrow in the drawing.
7. To put the new FRU in place, reverse the removal procedure and follow the notes that pertain to replacement.
8. When replacing a FRU, use the correct screws as shown in the replacement procedure.



### **DANGER**

**Before removing any FRU, turn off the computer, unplug all power cords from electrical outlets, remove the battery pack, and then disconnect any interconnecting cables.**

### Attention:

- After replacing a FRU, do not turn on the computer until you have made sure that all screws, springs, and other small parts are in place and none are loose inside the computer. Verify this by shaking the computer gently and listening for rattling sounds. Metallic parts or metal flakes can cause electrical short circuits.
- The system board is sensitive to, and can be damaged by, electrostatic discharge (ESD). Before touching it, establish personal grounding by touching a ground point with one hand or by using an ESD strap.

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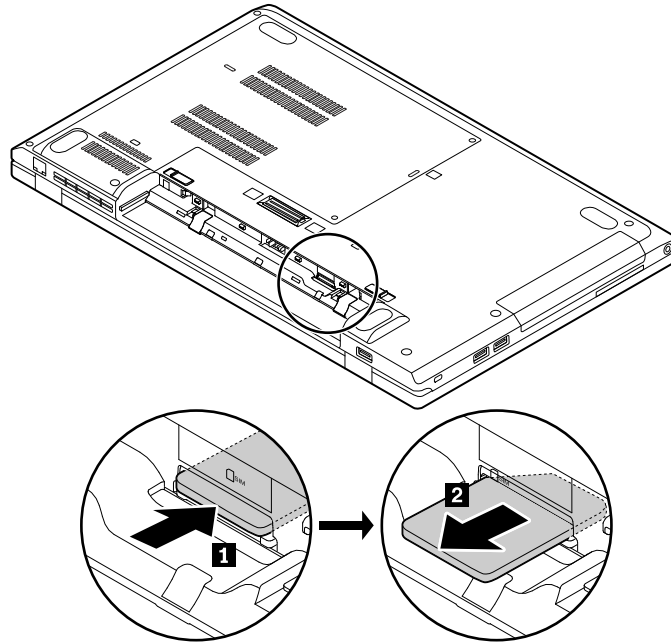
## Before servicing the computer

Carefully read this topic before servicing the computer.

### Removing the micro SIM card

Some models you are servicing might have a micro SIM card that a customer has installed. If the computer you are servicing has a micro SIM card installed, remove it before you start the servicing.

To remove the micro SIM card, you must remove the battery pack first. See “1010 Battery pack” on page 72.



After you finish the service, insert the card back into the slot.

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## 1010 Battery pack

### Important notices for replacing a battery pack

**Attention:** Lenovo has no responsibility for the performance or safety of unauthorized batteries, and provides no warranties for failures or damage arising out of their use.

The Lenovo Solution Center program provides an automatic battery diagnostic test that determines if the battery pack is defective. A battery pack FRU should not be replaced unless this diagnostic test shows that the battery is defective. The only exception to this is if the battery pack is physically damaged or a customer is reporting a possible safety issue.

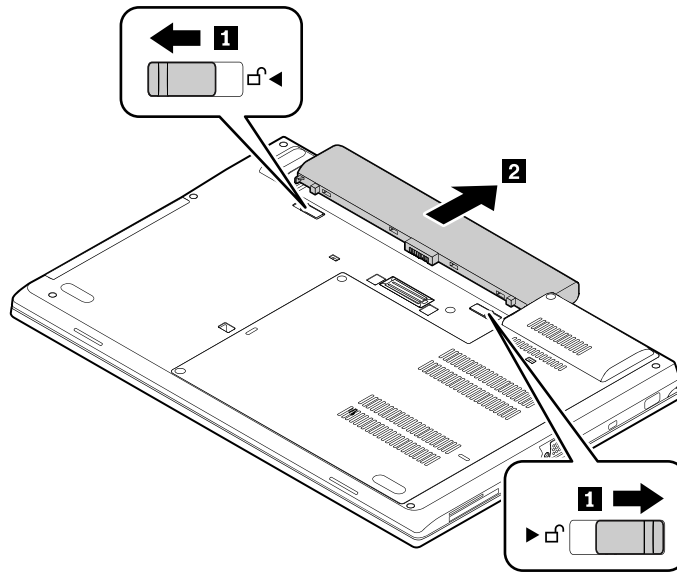
If the Lenovo Solution Center program is not installed on the computer, the customer should download and install the program to diagnose the battery pack, before getting a non-physically damaged battery pack replaced. Note that the replacement of a physically damaged battery pack is not covered by the warranty.

## Removal steps of the battery pack



Use only the authorized battery specified for your computer. Any other battery could ignite or explode.

Unlock the battery latches **1** and then remove the battery **2**.



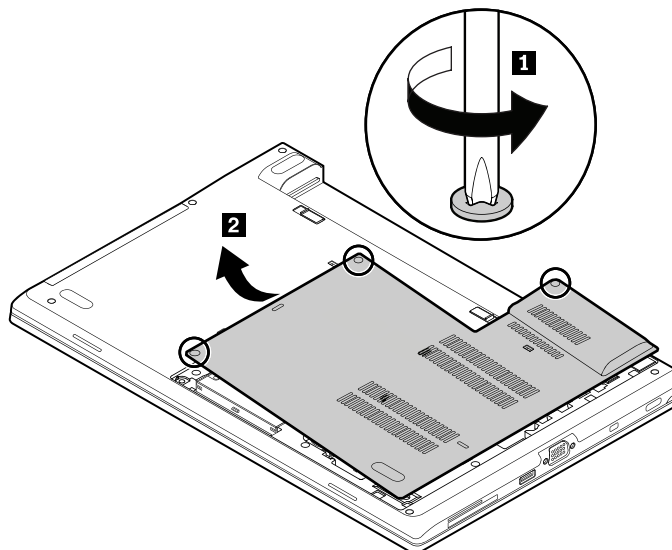
## 1020 Bottom door

For access, remove this FRU:

- “1010 Battery pack” on page 72

### Removal steps of the bottom door

Loosen the screws **1**, and then remove the bottom door **2**.



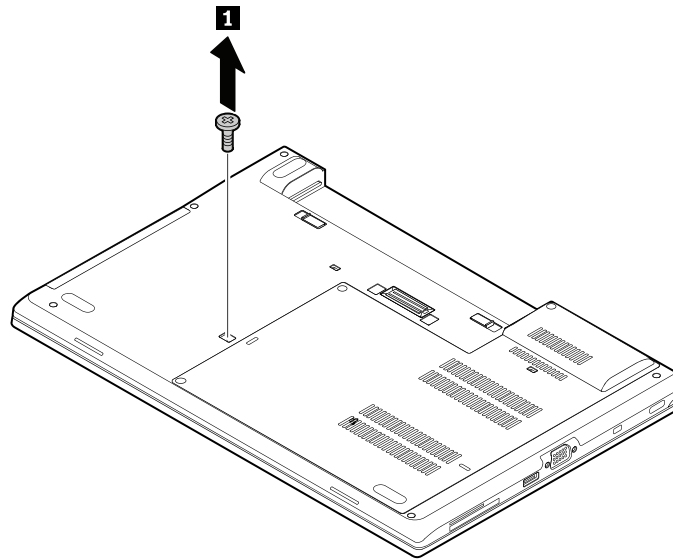
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## 1030 Optical drive

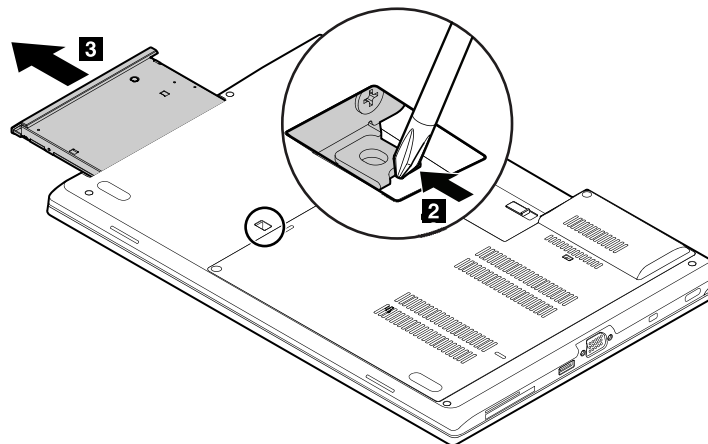
For access, remove this FRU:

- “1010 Battery pack” on page 72

### Removal steps of the optical drive



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × 5 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)



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## 1040 Internal storage drive

For access, remove these FRUs in order:

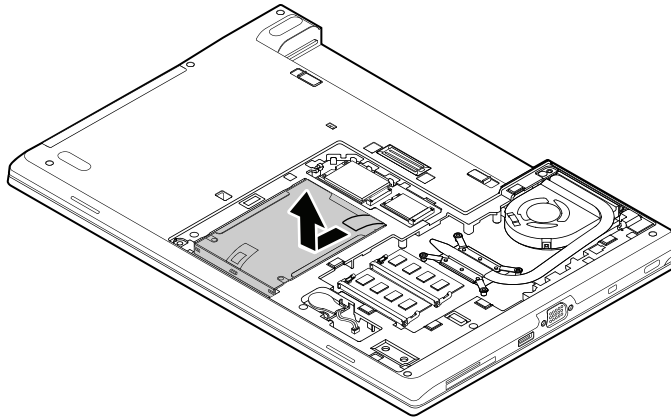
- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73

### Attention:

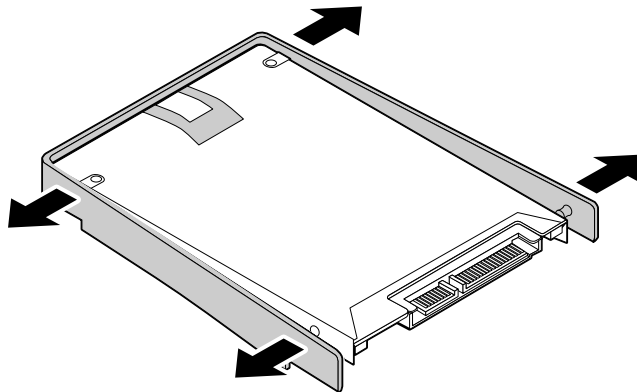
- Do not drop the drive or apply any physical shock to it. The drive is sensitive to physical shock. Improper handling can cause damage and permanent loss of data.

- Before removing the drive, have the user make a backup copy of all the information on it if possible.
- Never remove the drive while the computer is operating or is in suspend mode.

#### Removal steps of the 2.5-inch internal storage drive



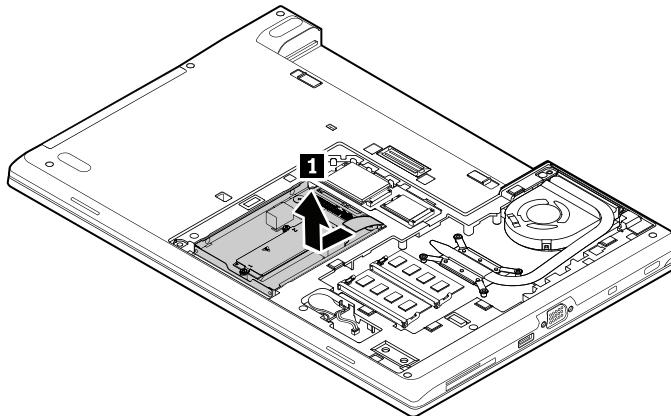
#### Removal steps of the internal-storage-drive bracket

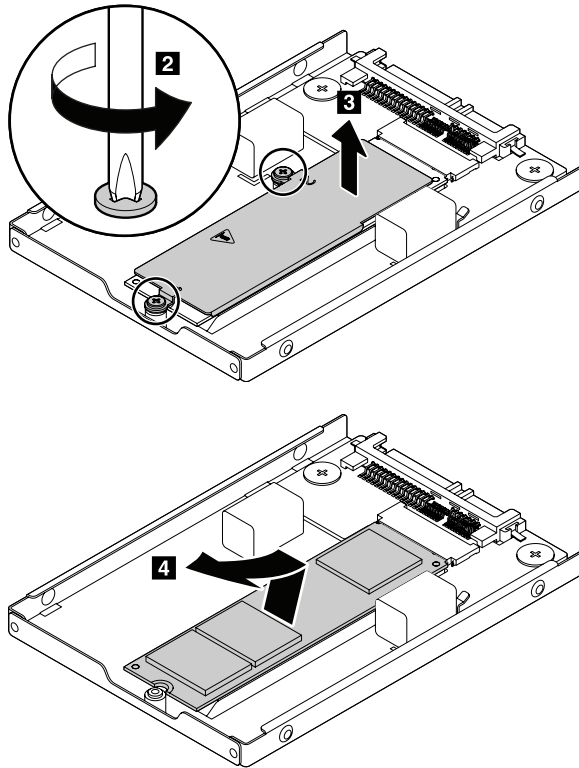


#### When installing:

- Ensure that the black tape on the bracket faces toward the film on the storage drive.
- Ensure that the storage drive is firmly attached.

#### Removal steps of the M.2 solid-state drive in the internal-storage-drive bay





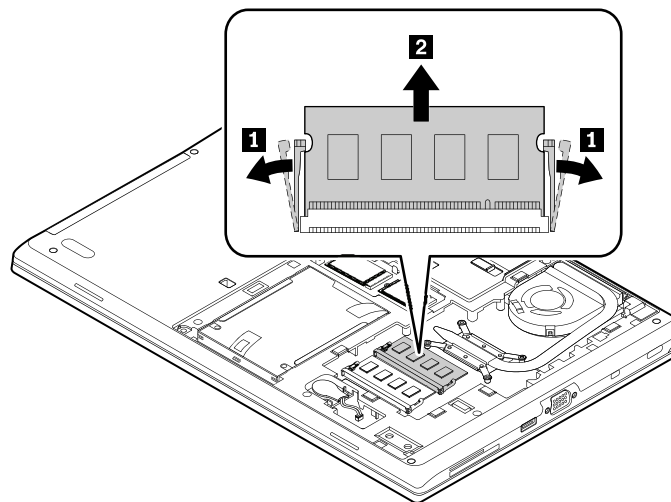
**When installing:** Ensure that the storage drive is firmly attached.

## 1050 Memory module

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73

### Removal steps of the memory module



**When installing:**

- Insert the notched end of the memory module into the memory slot at an angle of about 20 degrees. Press the memory module in firmly, and pivot it downward until it snaps into place. Ensure that the memory module is firmly installed and does not move easily.

**Note:** Do not apply any pressure to the memory module.

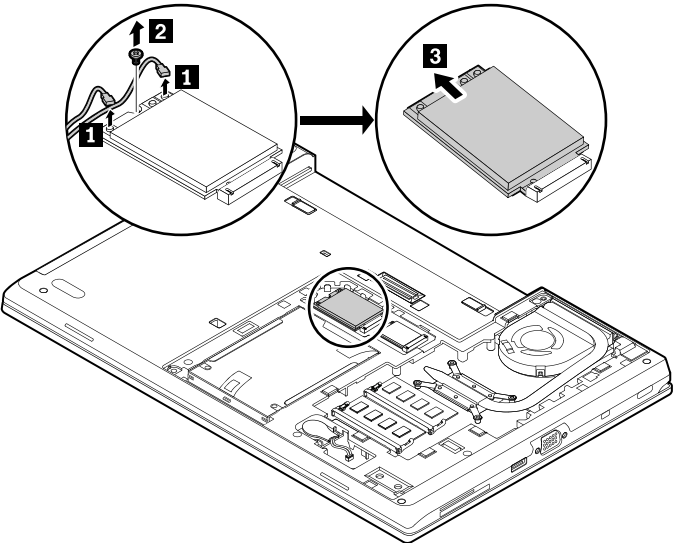
- If only one memory module is installed, ensure that you install it into the bottom slot, which is the primary slot.

## 1060 WWAN card or M.2 solid-state drive in the WWAN card slot

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73

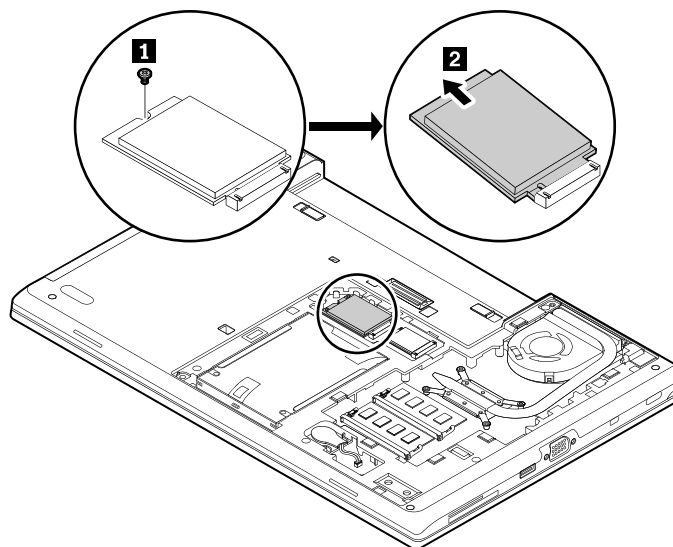
### Removal steps of the WWAN card



Step	Screw (quantity)	Color	Torque
2	M2 × 3 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)

**When installing:** Plug the red cable into the main connector and the blue cable into the auxiliary connector.

## Removal steps of the M.2 solid-state drive in the WWAN card slot



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × 3 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)

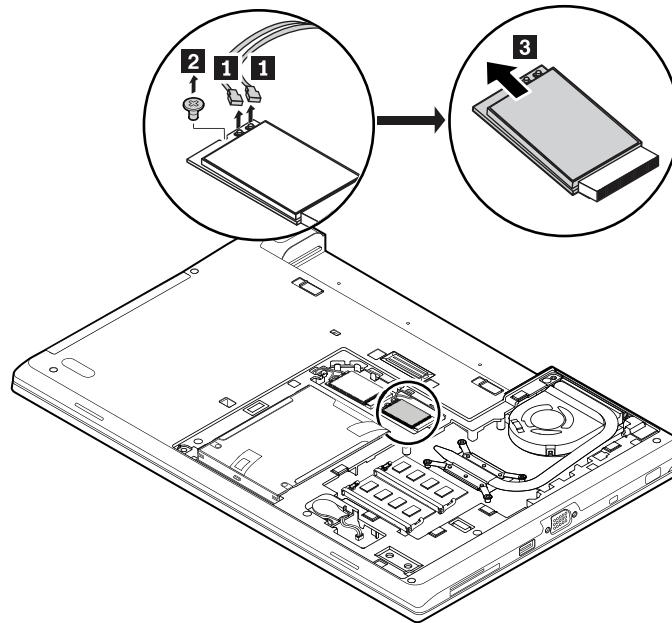
## 1070 WLAN card

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73



## Removal steps of the WLAN card



Step	Screw (quantity)	Color	Torque
2	M2 × 3 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)

**When installing:** Plug the gray cable into the main connector and the black cable into the auxiliary connector.

## 1080 Coin-cell battery

For access, remove these FRUs in order:

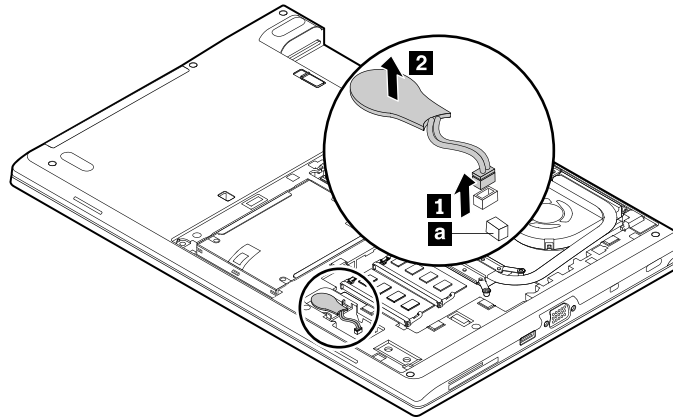
- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73

## Removal steps of the coin-cell battery



**DANGER**

**Use only the authorized battery specified for your computer. Any other battery could ignite or explode.**



**Attention:** The tamper detect switch **a** is sensitive. When you are installing a new coin-cell battery, do not stack or route the cable of the coin-cell battery upon the tamper detect switch.

**When installing:** Ensure that the connector is firmly attached.

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## 1090 Thermal-fan assembly

For access, remove these FRUs in order:

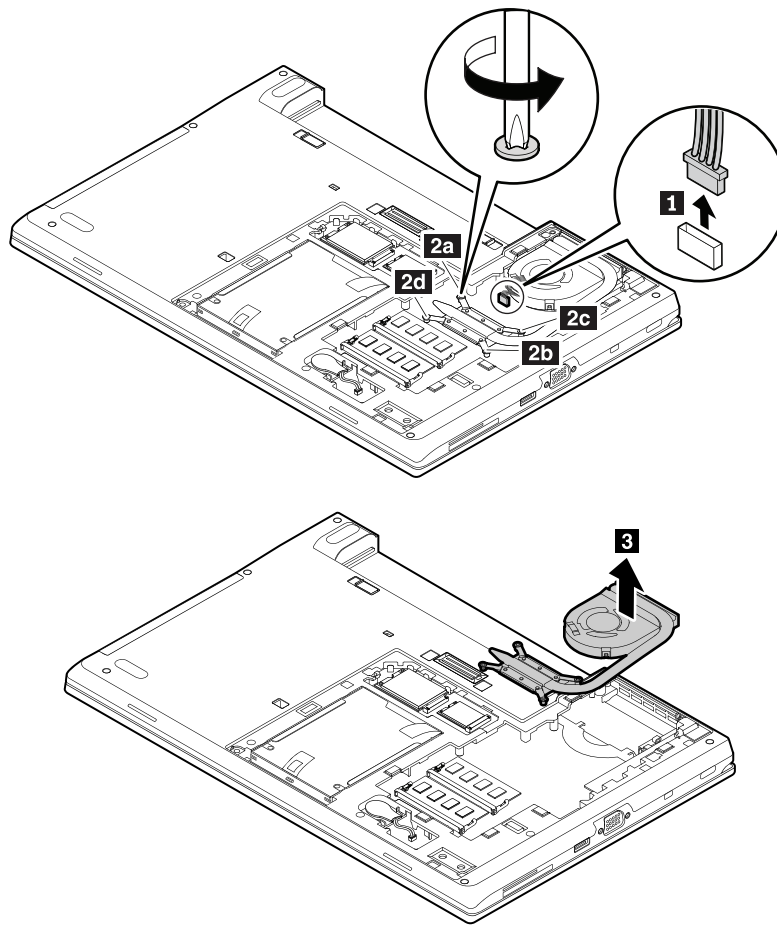
- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73

### **Attention:**

- Do not handle the thermal-fan assembly roughly. Improper handling of the thermal-fan assembly can cause distortion or deformation and imperfect contact with components.
- Do not touch or apply any excessive force to the fan motor. It might cause damage to the thermal-fan assembly or might cause the computer to malfunction.

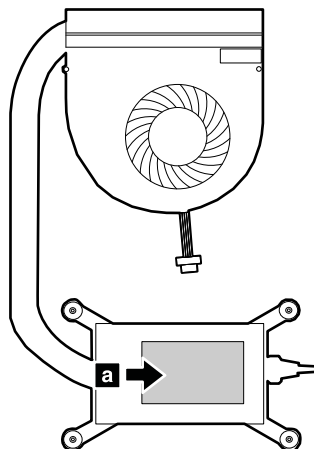
### Removal steps of the thermal-fan assembly

Detach the thermal-fan assembly connector **1**. Loosen the screws **2** in ascending alphabetical order as illustrated, but do not remove them.



**When installing:**

- Attach the thermal-fan assembly connector to the system board and tighten the screws in ascending alphabetical order.
- Before you attach the old thermal-fan assembly to the computer, apply thermal grease, at an amount of 0.2 grams, on the part marked **a** in the following illustration. Either too much or too less application of grease might cause a thermal problem due to imperfect contact with a component. If you are installing a new thermal-fan assembly, peel the thin film off from the part marked **a**.



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## 1100 Keyboard

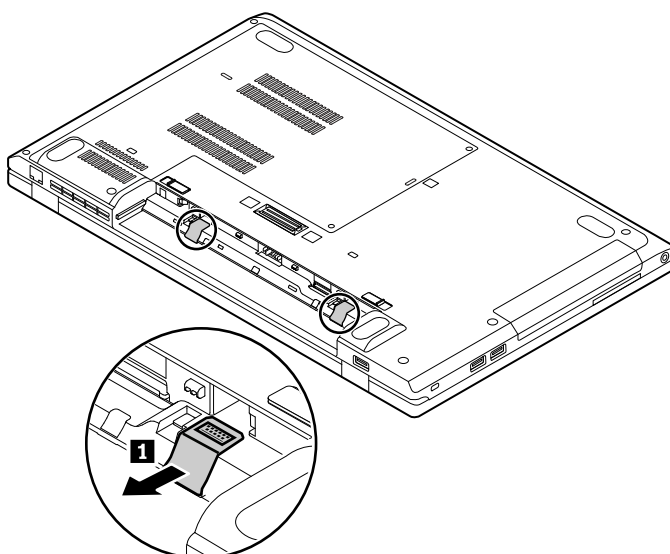
For access, remove this FRU:

- “1010 Battery pack” on page 72

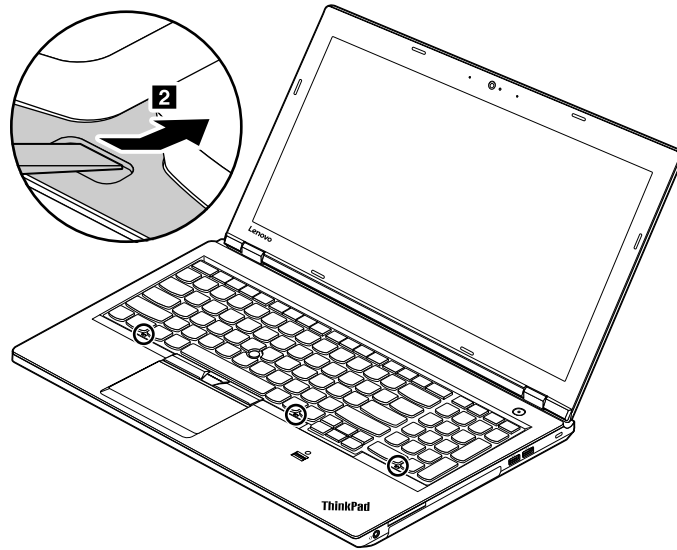
### Removal steps of the keyboard

**Note:** Do not press or hold the keys while sliding the keyboard frame. Otherwise, the keyboard frame cannot be moved.

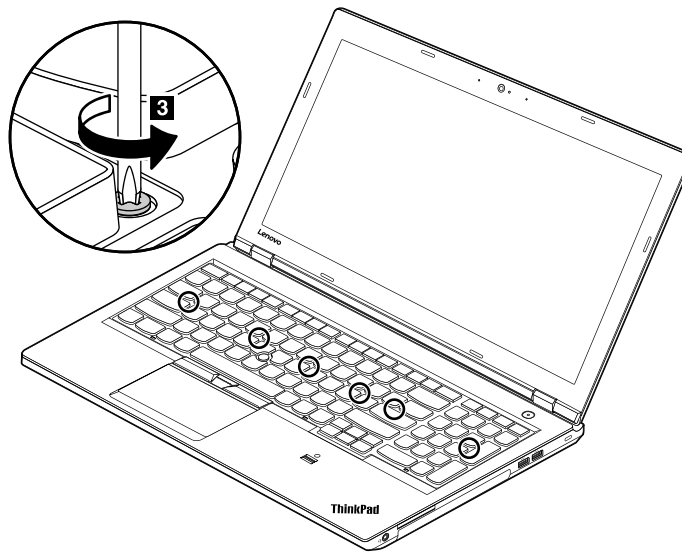
1. Unlock the keyboard frame.



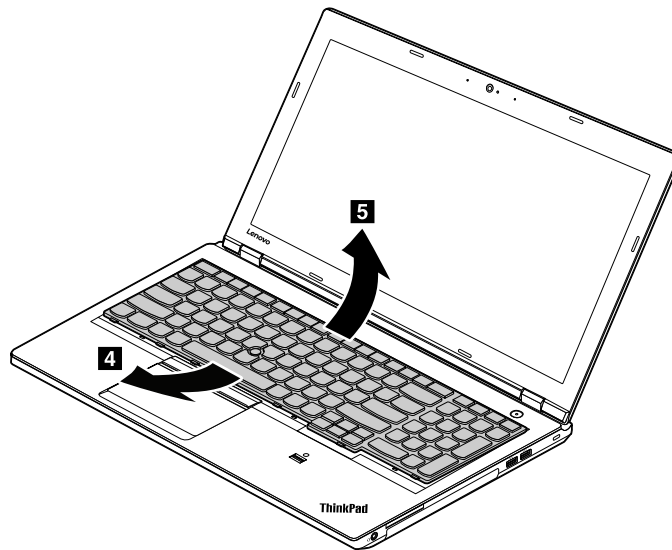
2. The screws that secure the keyboard are beneath the keyboard frame. To reveal the screw heads, slide the keyboard forward by 2.5 mm (0.1 inches).



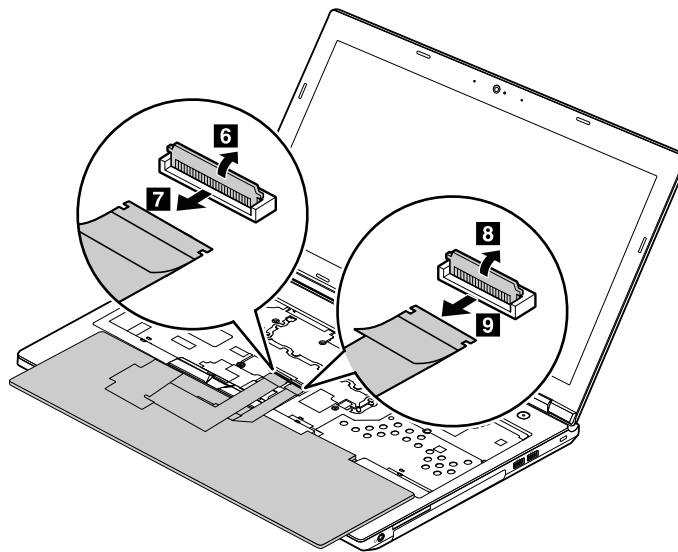
3. Loosen the screws.



4. Pivot the keyboard slightly upward **4** until you can see the connectors on the bottom side of the keyboard. Then turn over the keyboard **5**.



5. Detach the connectors. Then remove the keyboard.



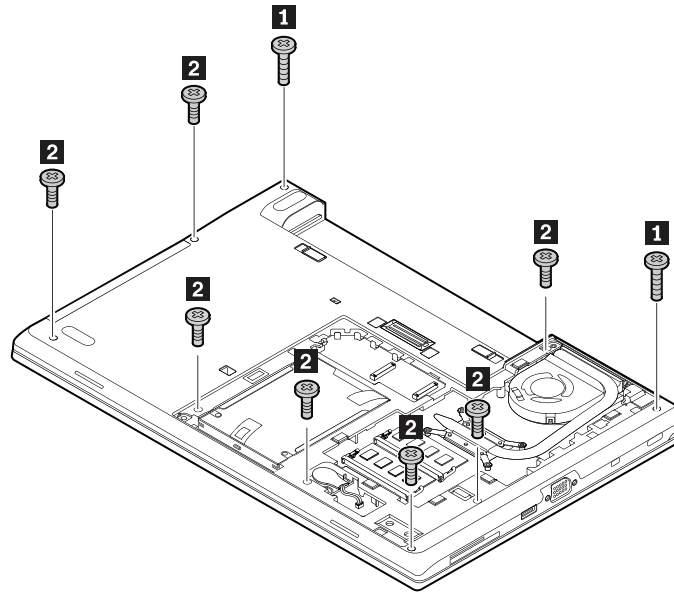
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## 1110 Keyboard bezel assembly

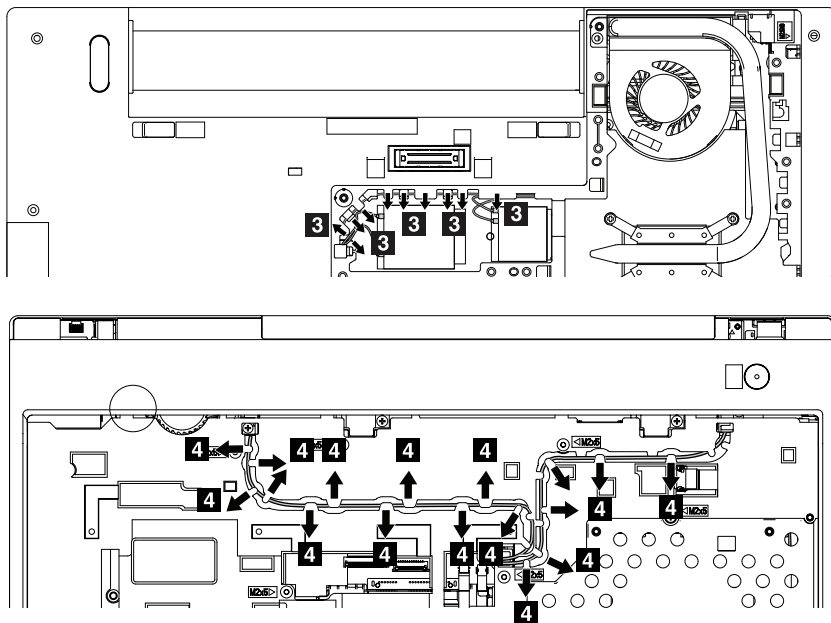
For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82

## Removal steps of the Keyboard bezel assembly

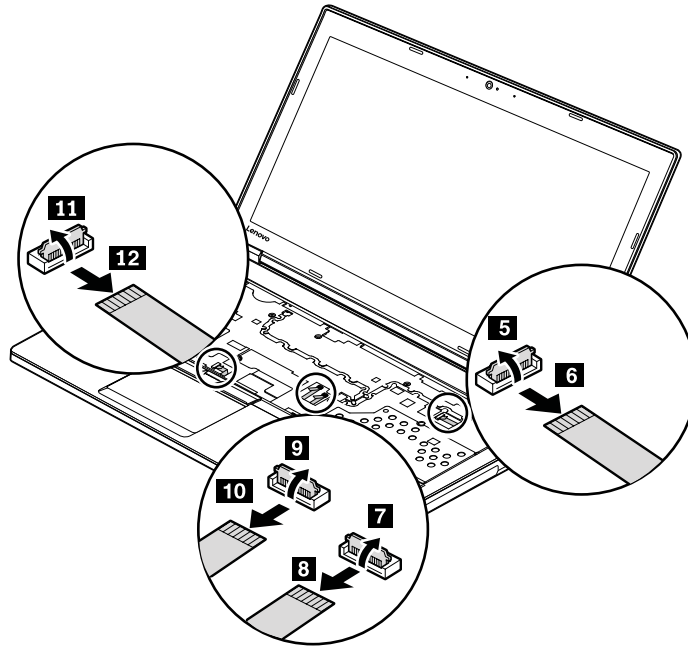


Step	Screw (quantity)	Color	Torque
<b>1</b>	M2.5 × 8 mm, flat-head, nylon-coated (2)	Black	0.29 Nm (3.0 kgf-cm)
<b>2</b>	M2 × 5 mm, flat-head, nylon-coated (7)	Black	0.181 Nm (1.85 kgf-cm)

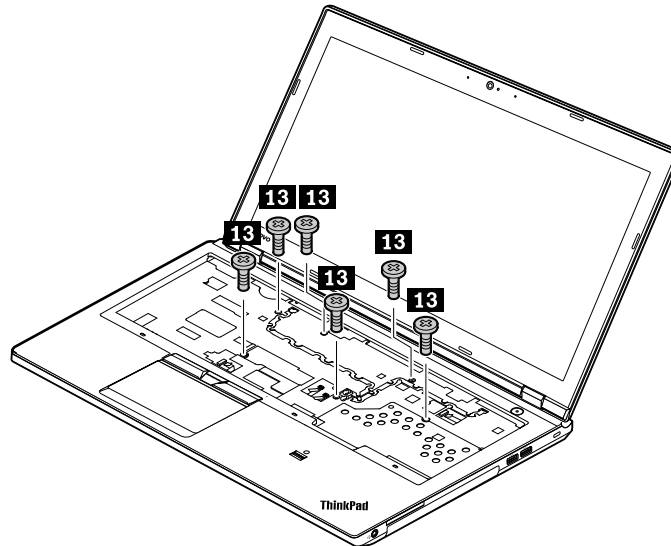


### When installing:

- Ensure that you route the cables firmly in the correct position.
- When you route the cables, ensure that they are not subject to any tension. Tension could cause the cables to be damaged by the cable guides, or a wire to be broken.

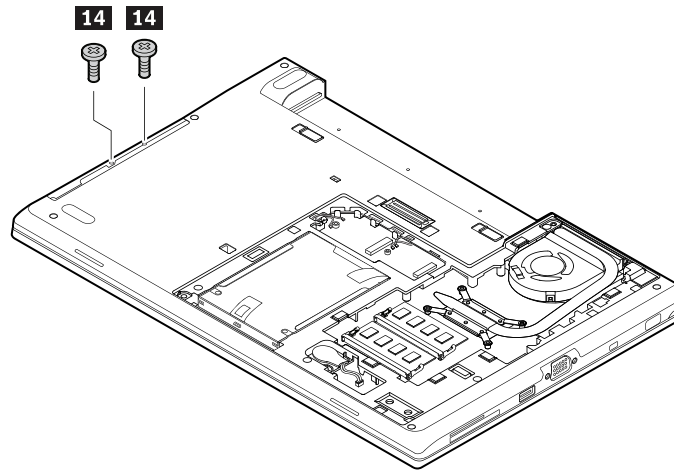


**When installing:** Ensure that the connectors are attached firmly to the system board.

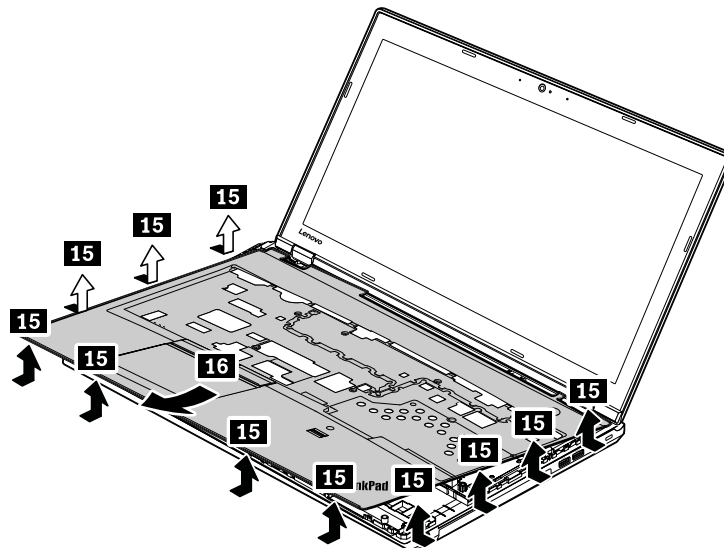


Step	Screw (quantity)	Color	Torque
<b>13</b>	M2 × 5 mm, flat-head, nylon-coated (6)	Black	0.181 Nm (1.85 kgf-cm)





Step	Screw (quantity)	Color	Torque
<b>14</b>	M2 × 3 mm, flat-head, nylon-coated (2)	Black	0.181 Nm (1.85 kgf-cm)



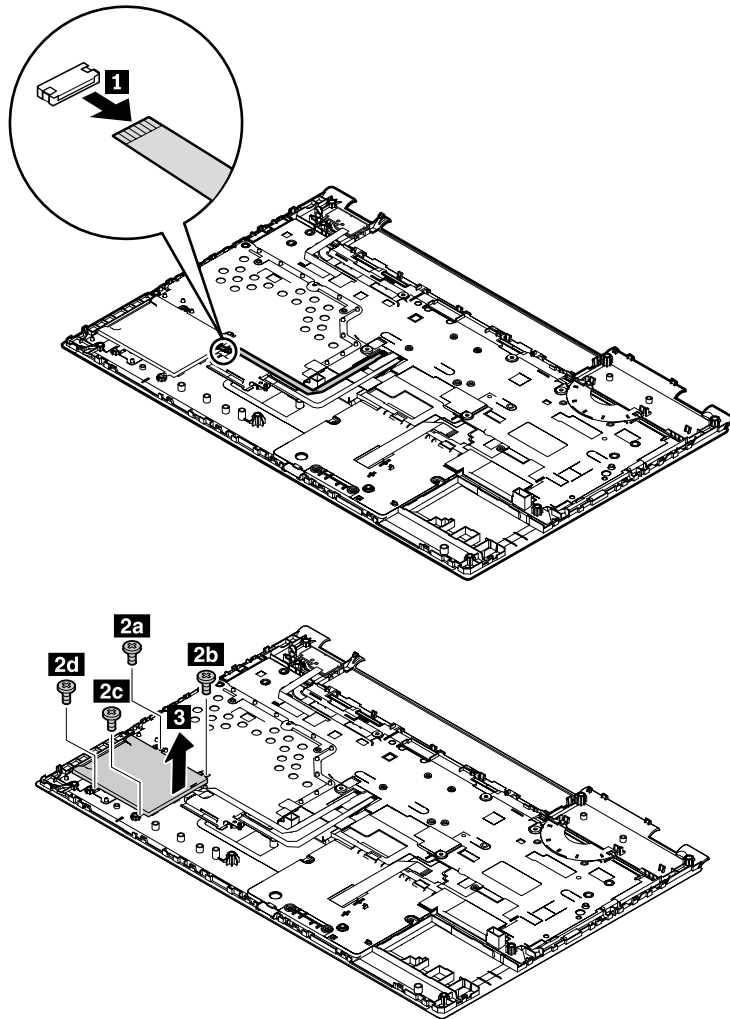
## 1120 Smart card reader and dummy smart card

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84

### Removal steps of the smart card reader

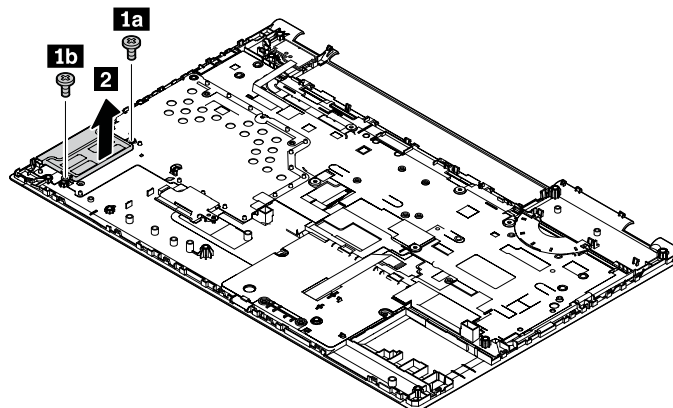
If the computer you are servicing supports the smart card, follow the following instructions to remove or replace the smart card reader.



Step	Screw (quantity)	Color	Torque
2	M2 × 2.5 mm, flat-head, nylon-coated (4)	Silver	0.181 Nm (1.85 kgf-cm)

### Removal steps of the dummy smart card

If the computer you are servicing has a dummy smart card installed, follow the following instructions to remove or replace the dummy smart card.



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × 2.5 mm, flat-head, nylon-coated (2)	Silver	0.181 Nm (1.85 kgf-cm)

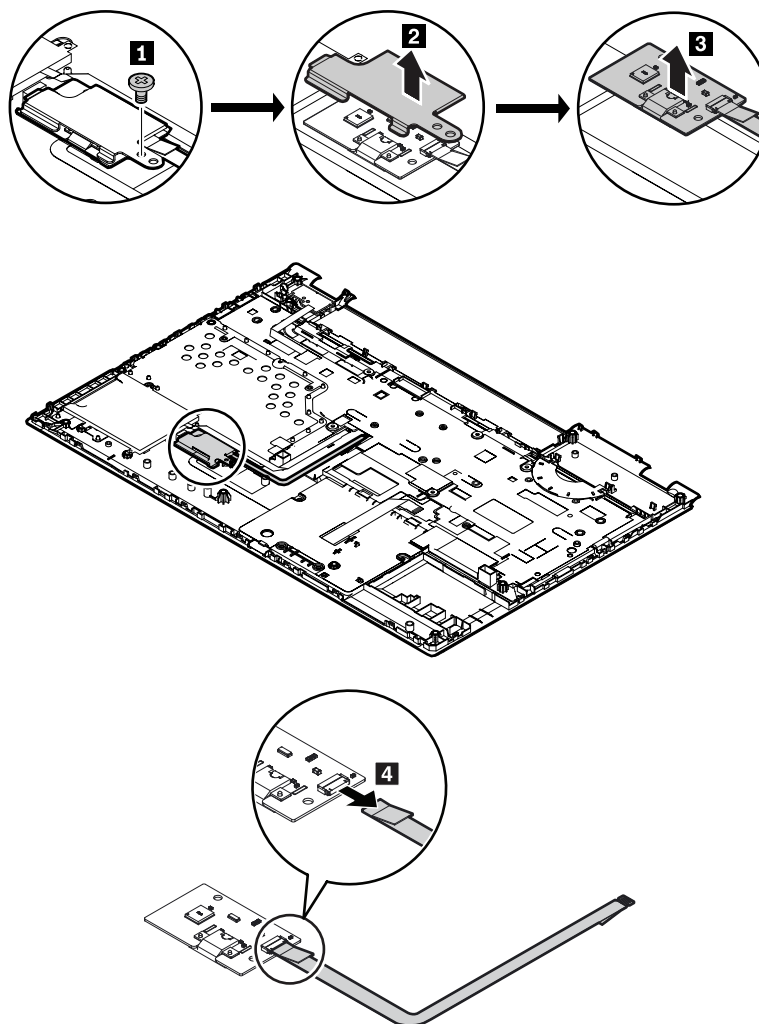
## 1130 Fingerprint reader assembly

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84

### Removal steps of the fingerprint reader assembly

If the computer you are servicing supports the fingerprint reader assembly, follow the following instructions to remove or replace the fingerprint reader assembly.



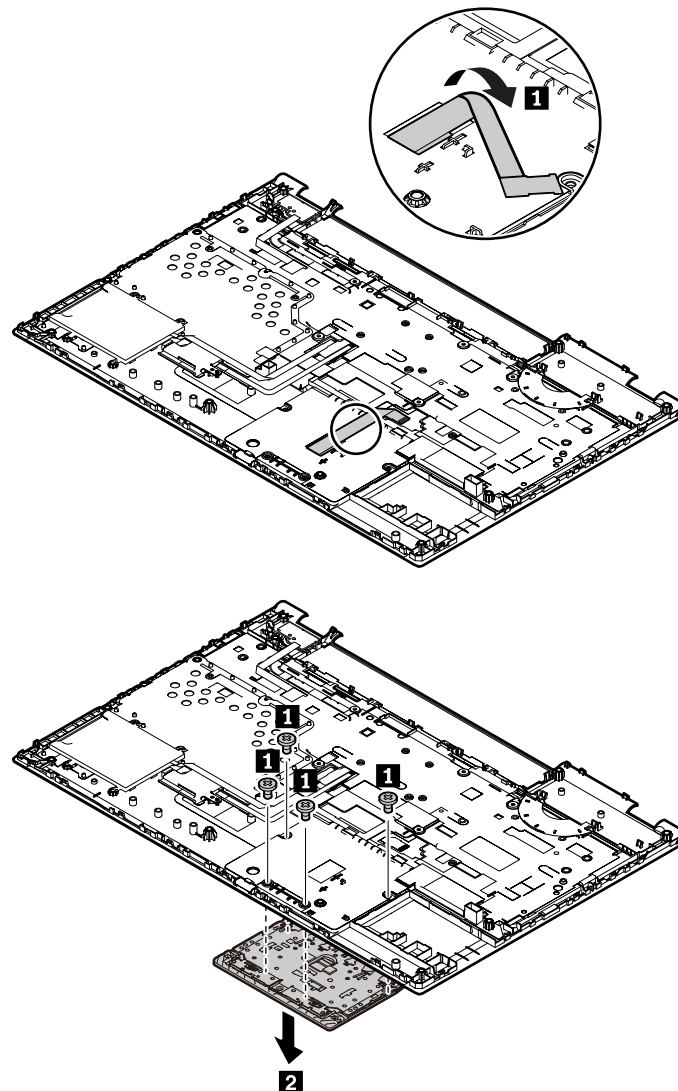
Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × 2.5 mm, flat-head, nylon-coated (1)	Silver	0.181 Nm (1.85 kgf-cm)

## 1140 Trackpad cable and Trackpad

For access, remove these FRUs in order:

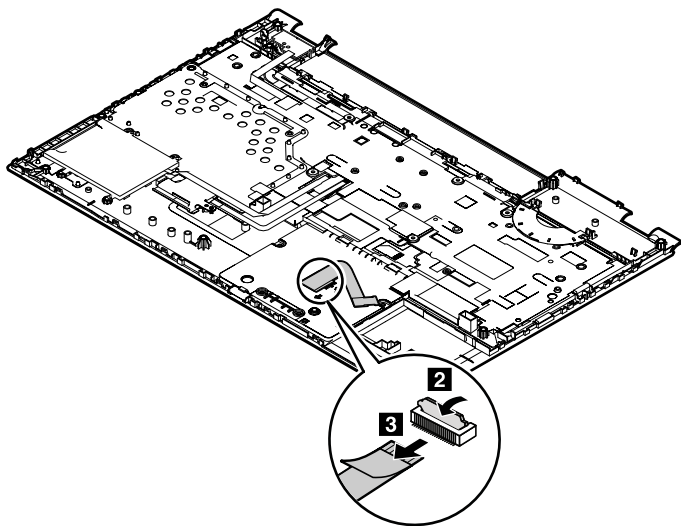
- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84

### Removal steps of the trackpad cable



**When installing:** Ensure that the connectors are firmly attached.

Removal steps of the trackpad



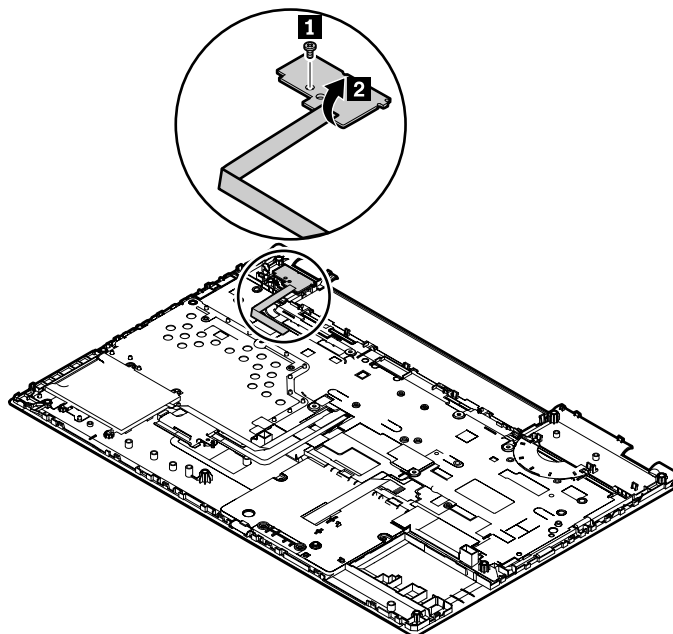
Step	Screw (quantity)	Color	Torque
1	M2 × 3 mm, flat-head, nylon-coated (4)	Gold	0.181 Nm (1.85 kgf-cm)

1150 Power button card

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84

## Removal steps of the power button card



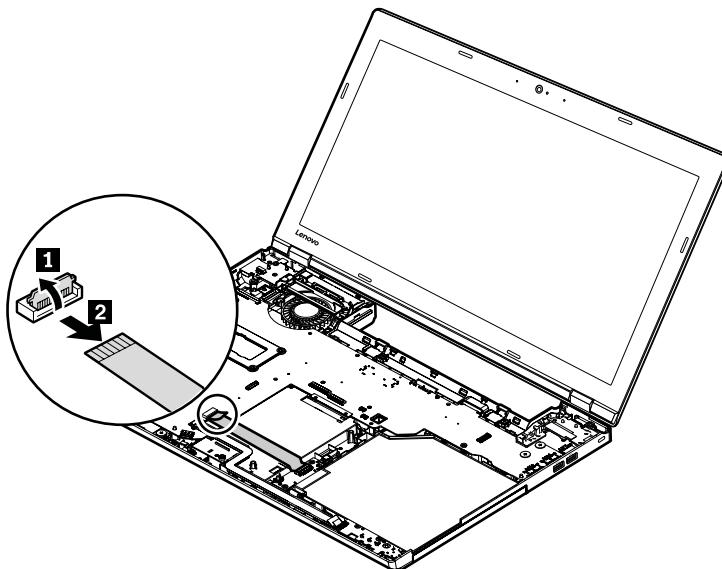
Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × 3 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)

## 1160 ODD card

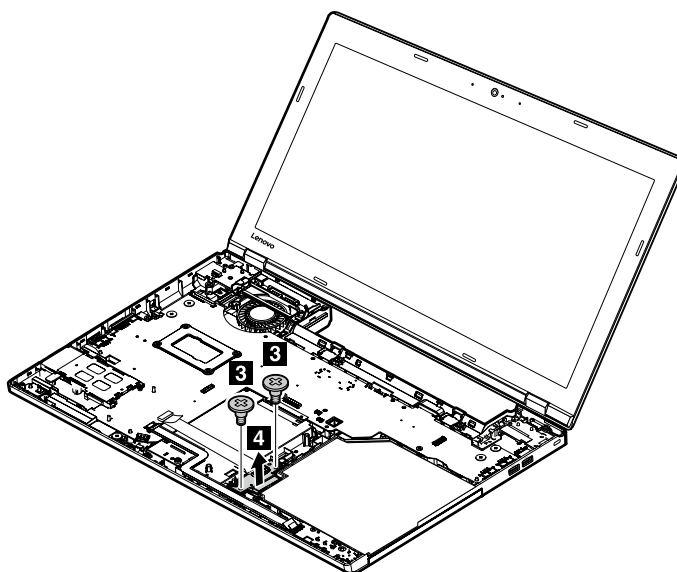
For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84

## Removal steps of the ODD card



**When installing:** Ensure that the connector is firmly attached.



Step	Screw (quantity)	Color	Torque
<b>3</b>	M2 × 5 mm, flat-head, nylon-coated (2)	black	0.181 Nm (1.85 kgf-cm)

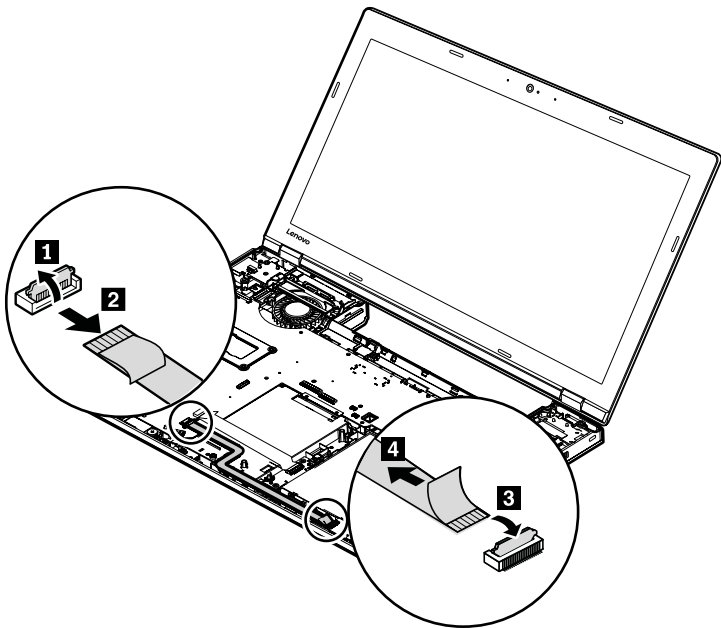
## 1170 Audio card and audio cable

For access, remove these FRUs in order:

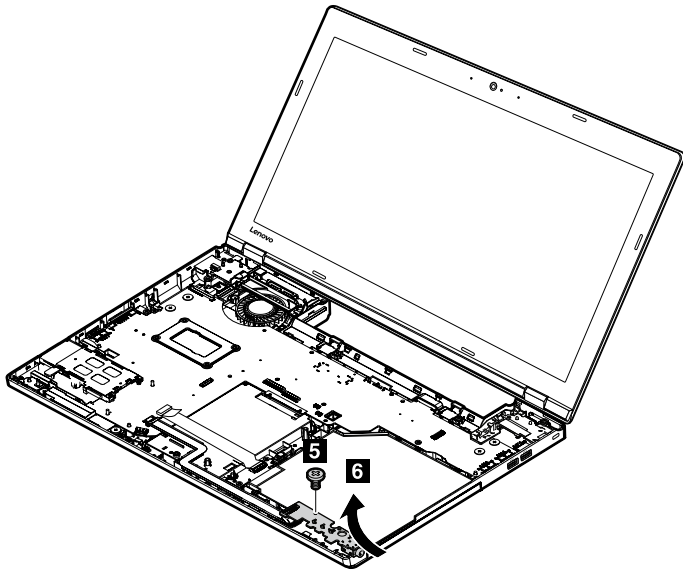
- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82

- “1110 Keyboard bezel assembly” on page 84

**Removal steps of the audio card and audio cable**



**When installing:** Ensure that the connectors are attached firmly to the system board assembly.



Step	Screw (quantity)	Color	Torque
5	M2 × 5 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)

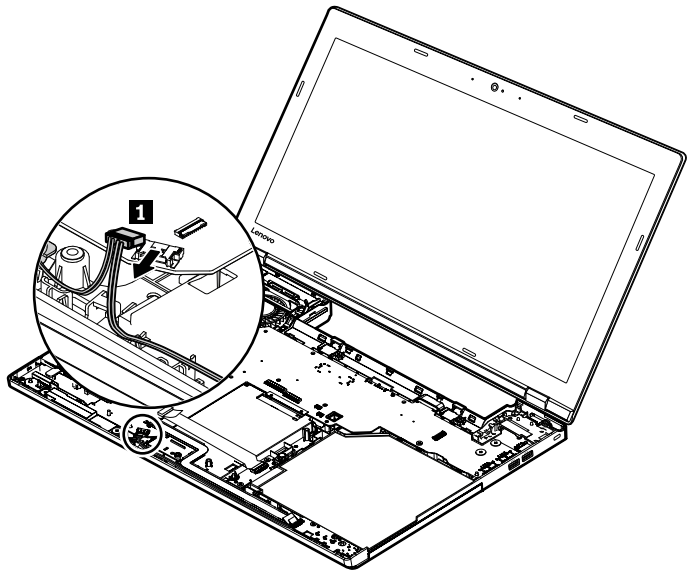
### 1180 Speaker assembly

For access, remove these FRUs in order:

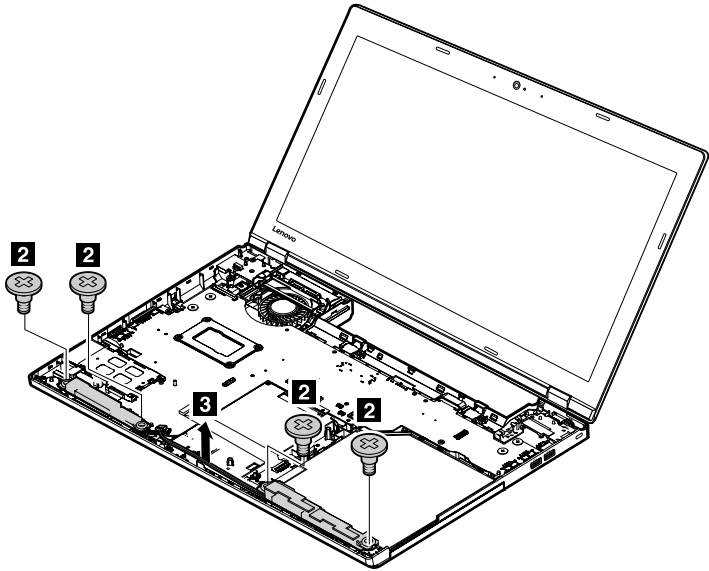
- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73



- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84
- “1170 Audio card and audio cable” on page 93



**When installing:** Ensure that the connector is firmly attached.



Step	Screw (quantity)	Color	Torque
2	M2 × 3 mm, flat-head, nylon-coated (4)	Black	0.181 Nm (1.85 kgf-cm)

---

## 1190 System board assembly

### Important notices for handling the system board:

When handling the system board, bear the following in mind:

- The system board has an accelerometer, which can be broken if several thousands of G-forces are applied.

**Note:** Dropping a system board from a height of as little as 6 inches so that it falls flat on a hard bench can subject the accelerometer to as much as 6000 G's of shock.

- Be careful not to drop the system board on a bench top that has a hard surface, such as metal, wood, or composite.
- If a system board is dropped, be sure to document the drop in any reject report, and replace the system board.
- Avoid rough handling of any kind.
- At every point in the process, be sure not to drop or stack the system board.
- If you put a system board down, be sure to put it only on a padded surface such as an ESD mat or a corrugated conductive surface.

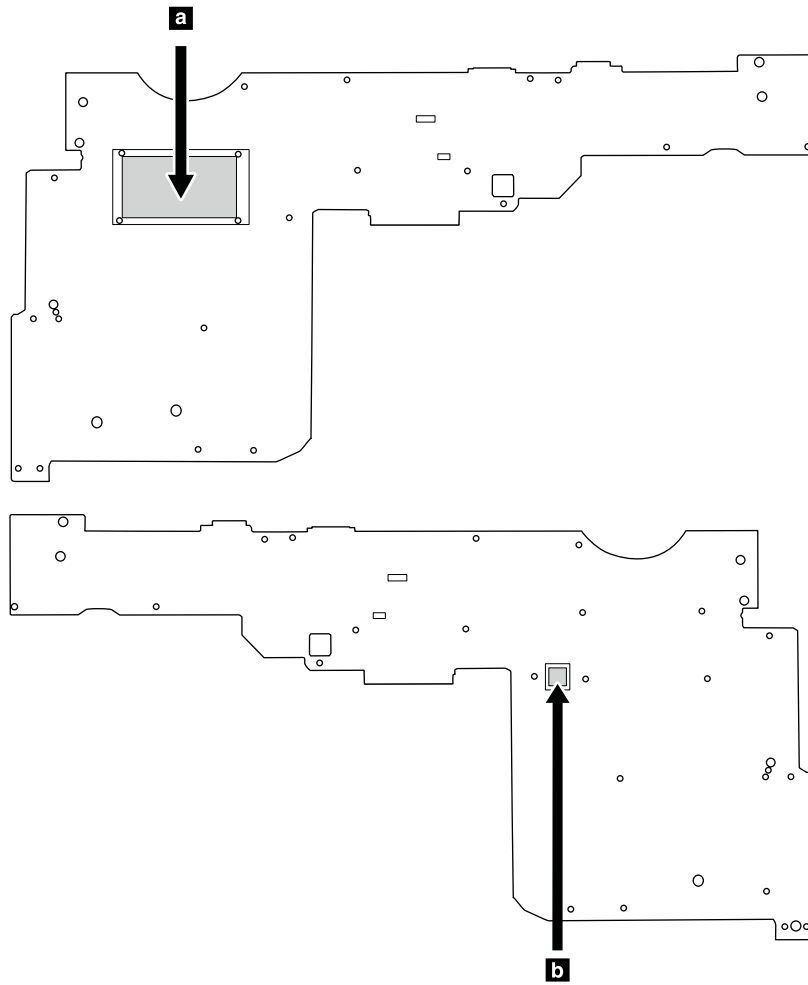
For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1040 Internal storage drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1080 Coin-cell battery” on page 79
- “1090 Thermal-fan assembly” on page 80
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84

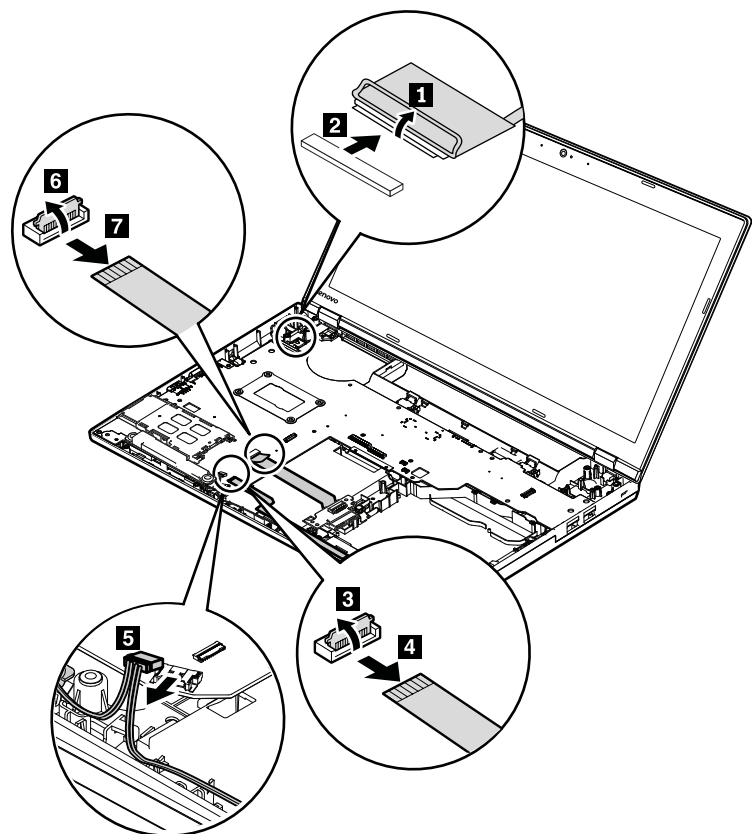
### Locations of the major sensitive components on the system board

**Attention:** The following components on the system board are extremely sensitive. When you service the system board, avoid any kind of rough handling.

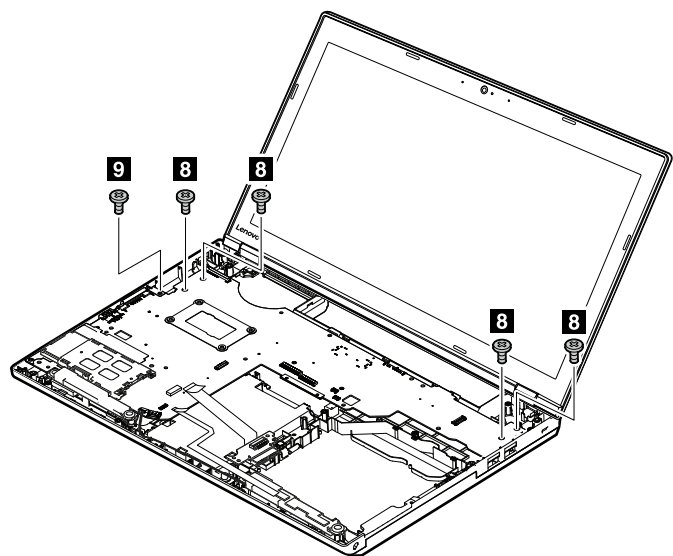
- a** Microprocessor
- b** Accelerometer chip for the hard disk drive Active Protection System® (APS)



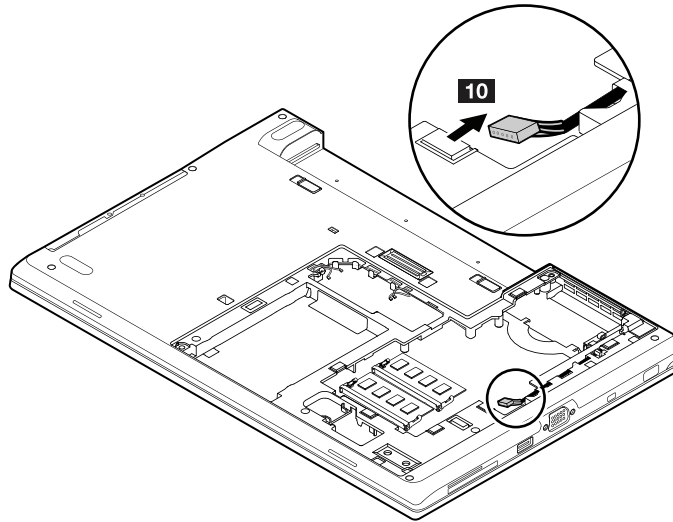
Removal steps of the system board assembly



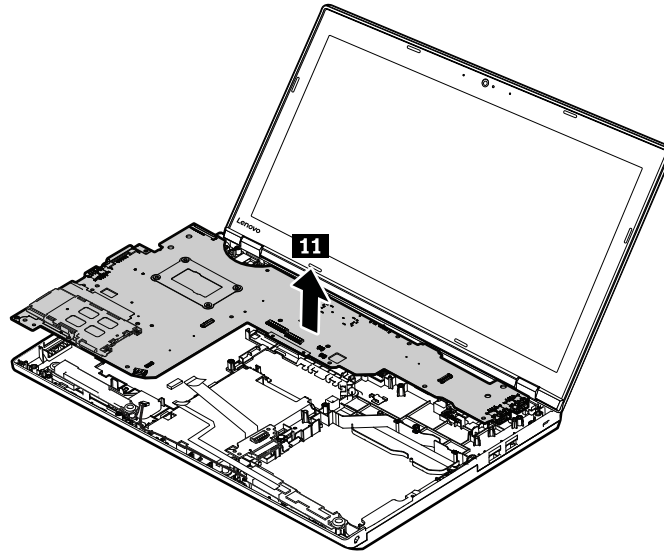
**When installing:** Ensure that the connectors are firmly attached to the system board assembly.



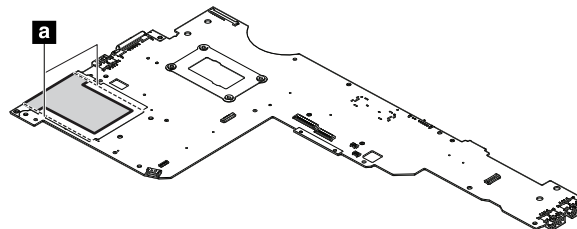
Step	Screw (quantity)	Color	Torque
8	M2 × 3 mm, flat-head, nylon-coated (4)	Black	0.181 Nm (1.85 kgf-cm)
9	M2 × 5 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)



**When installing:** Ensure that the connector is firmly attached to the system board assembly.



**Note:** When replacing the system board, you need to remove the ExpressCard slot and the ExpressCard film. Then, apply a film within the area marked **a** in the following illustration. To remove the ExpressCard slot, see “1200 ExpressCard slot and dummy ExpressCard” on page 99.



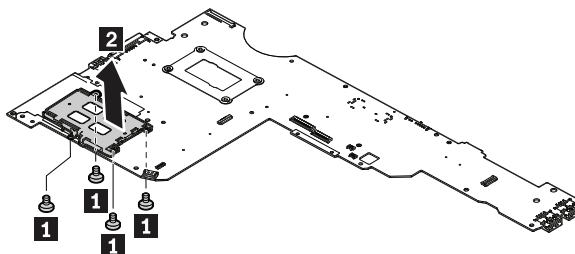
## 1200 ExpressCard slot and dummy ExpressCard

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72

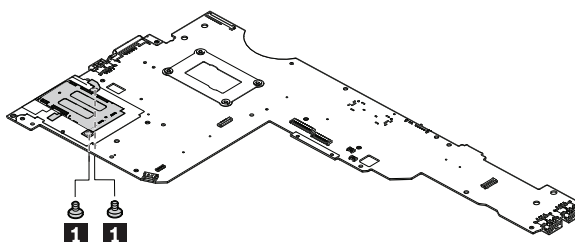
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1040 Internal storage drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1080 Coin-cell battery” on page 79
- “1090 Thermal-fan assembly” on page 80
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84
- “1190 System board assembly” on page 96

#### Removal steps of the ExpressCard slot



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × 5 mm, flat-head, nylon-coated (4)	black	0.181 Nm (1.85 kgf-cm)

#### Removal steps of the dummy ExpressCard



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × 5 mm, flat-head, nylon-coated (2)	black	0.181 Nm (1.85 kgf-cm)

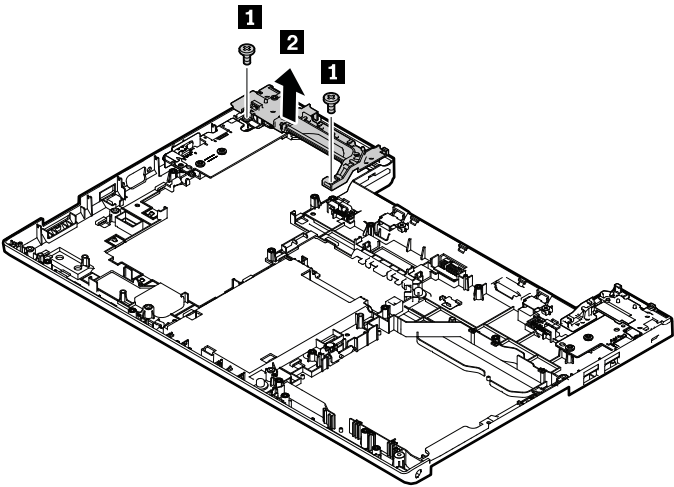
### 1210 Saddle brackets, dc-in cable, and base cover assembly

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1040 Internal storage drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1080 Coin-cell battery” on page 79
- “1090 Thermal-fan assembly” on page 80
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84
- “1190 System board assembly” on page 96

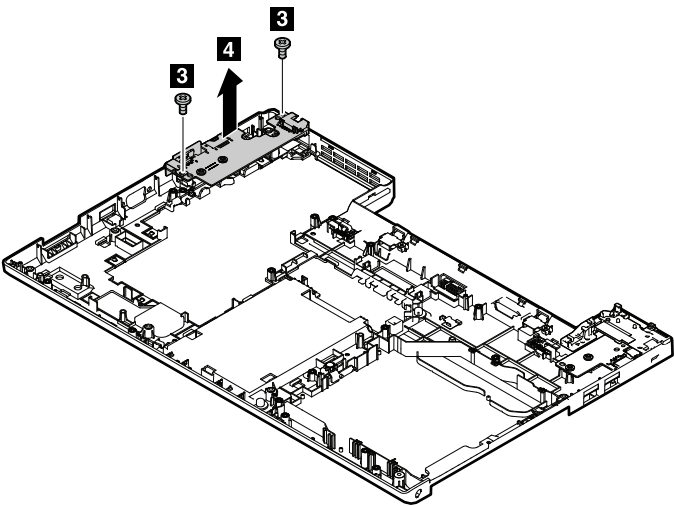
- “2010 LCD unit” on page 103

Removal steps of the left saddle bracket



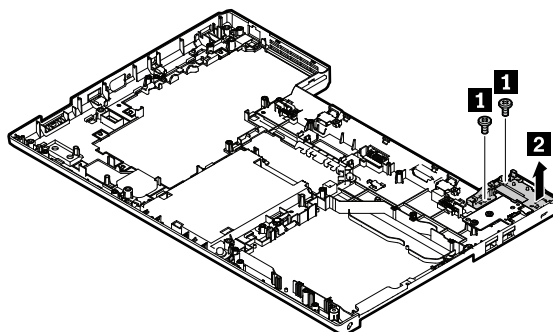
Step	Screw (quantity)	Color	Torque
1	M2 × 5 mm, flat-head, nylon-coated (2)	black	0.181 Nm (1.85 kgf-cm)

Removal steps of the Ethernet card



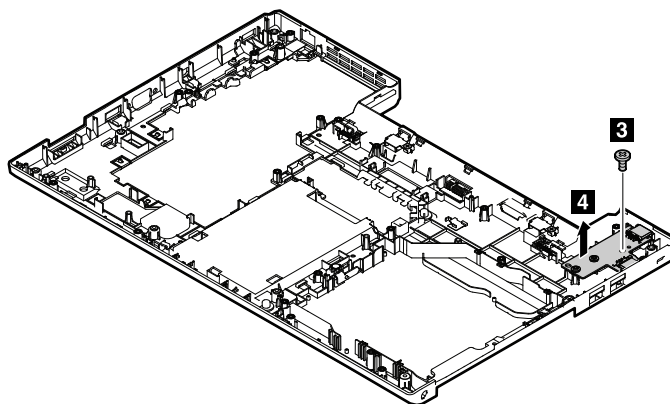
Step	Screw (quantity)	Color	Torque
3	M2 × 5 mm, flat-head, nylon-coated (2)	black	0.181 Nm (1.85 kgf-cm)

### Removal steps of the right saddle bracket



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × 5 mm, flat-head, nylon-coated (2)	Black	0.181 Nm (1.85 kgf-cm)

### Removal steps of the USB card

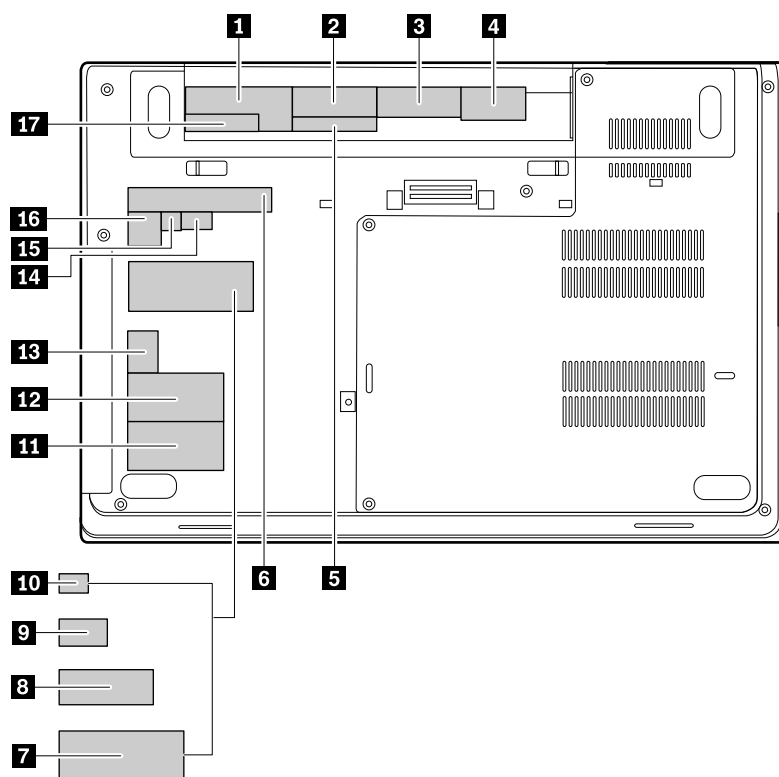


Step	Screw (quantity)	Color	Torque
<b>3</b>	M2 × 5 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)

### Applying labels to the base cover

The following illustration shows the location of each label.





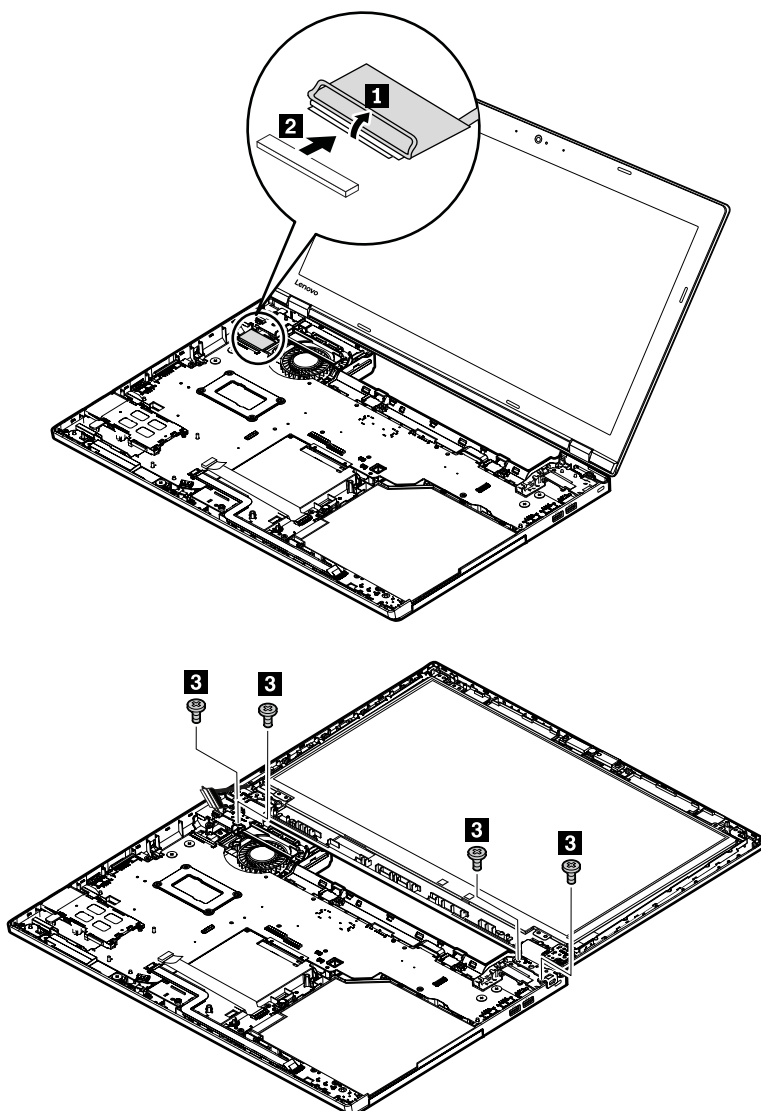
- |                              |   |
|------------------------------|---|
| <b>1</b> POD label           | <b>2</b> POD GEO label                          |
| <b>3</b> COA label           | <b>4</b> IMEI label                             |
| <b>5</b> POD FCC label       | <b>6</b> Wireless label for special-bid product |
| <b>7</b> Mexico label        | <b>8</b> Israel label                           |
| <b>9</b> Brazil WWAN label   | <b>10</b> Indonesia Postel label                |
| <b>11 12</b> Asset tag       | <b>13</b> GML label                             |
| <b>14</b> ICASA system label | <b>15</b> MALAYSIA SLP label                    |
| <b>16</b> INDIA BIS label    | <b>17</b> S/N label                             |

## 2010 LCD unit

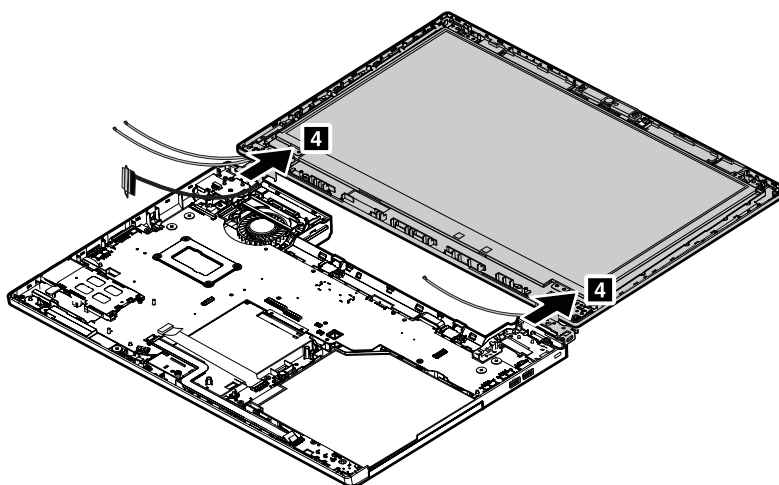
For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84

## Removal steps of the LCD unit



Step	Screw (quantity)	Color	Torque
3	M2.5 × 6 mm, flat-head, nylon-coated (4)	Black	0.29 Nm (3.0 kgf-cm)



**When installing:** When you route the cables, ensure that they are not subject to any tension. Tension could cause the cables to be damaged by the cable guides, or a wire to be broken.

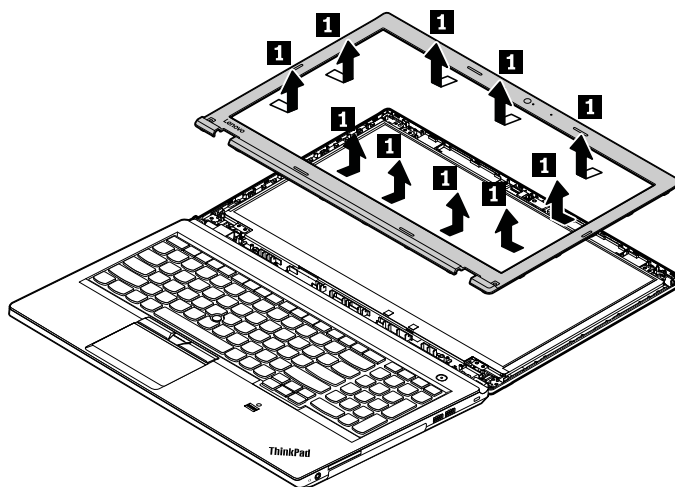
---

## 2020 LCD front bezel

For access, remove this FRU:

- “1010 Battery pack” on page 72

### Removal steps of LCD front bezel



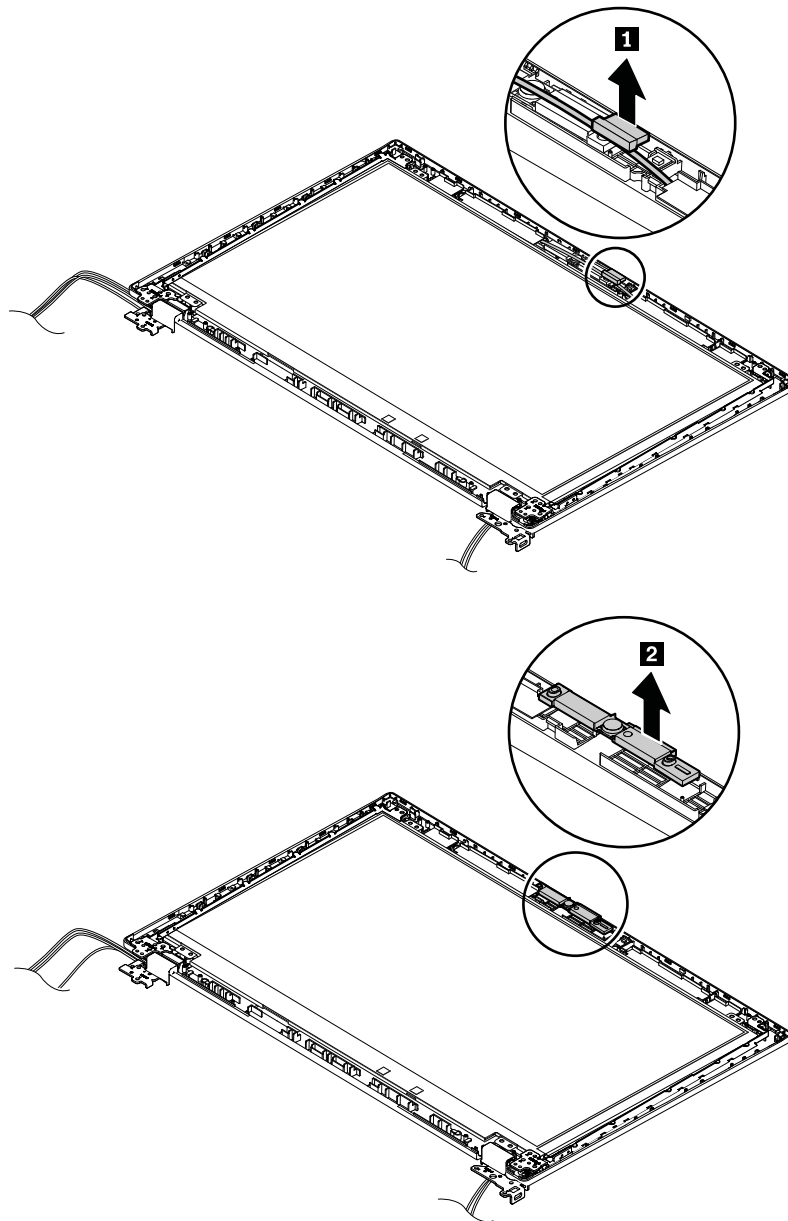

---

## 2030 Camera/microphone combo card

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “2020 LCD front bezel” on page 105

## Removal steps of the camera/microphone combo card



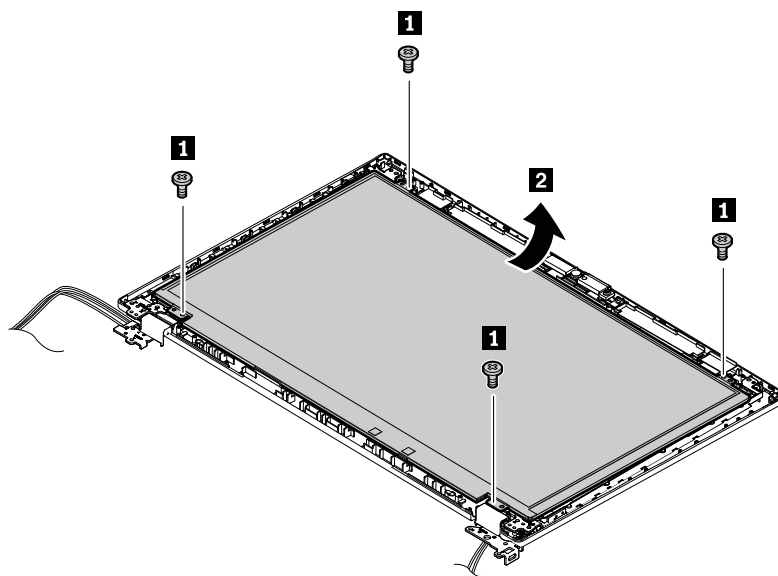
---

## 2040 LCD panel

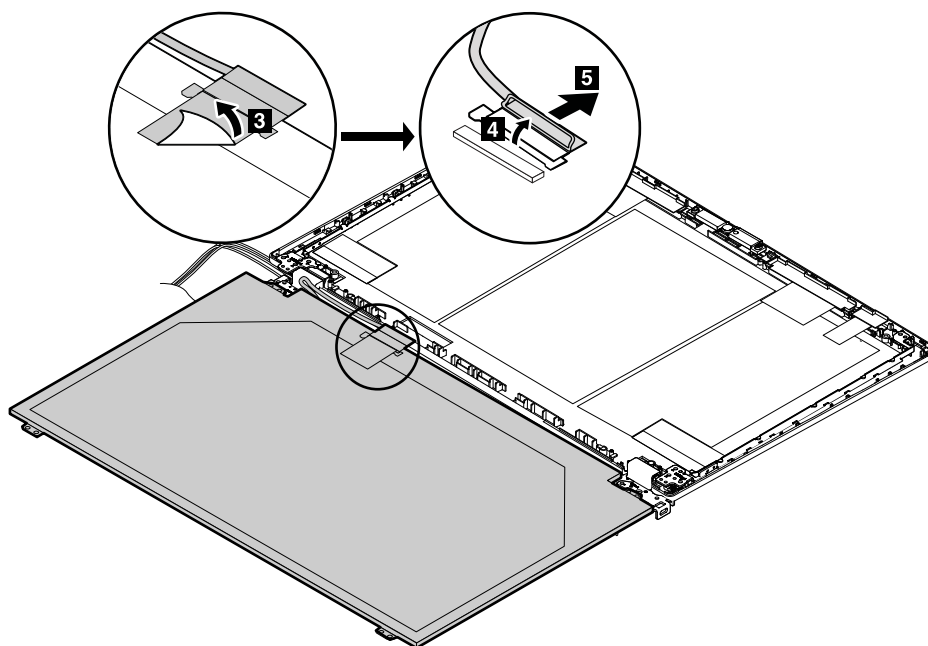
For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84
- “2010 LCD unit” on page 103
- “2020 LCD front bezel” on page 105

## Removal steps of the LCD panel



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × 3 mm, flat-head, nylon-coated (4)	Black	0.181 Nm (1.85 kgf-cm)



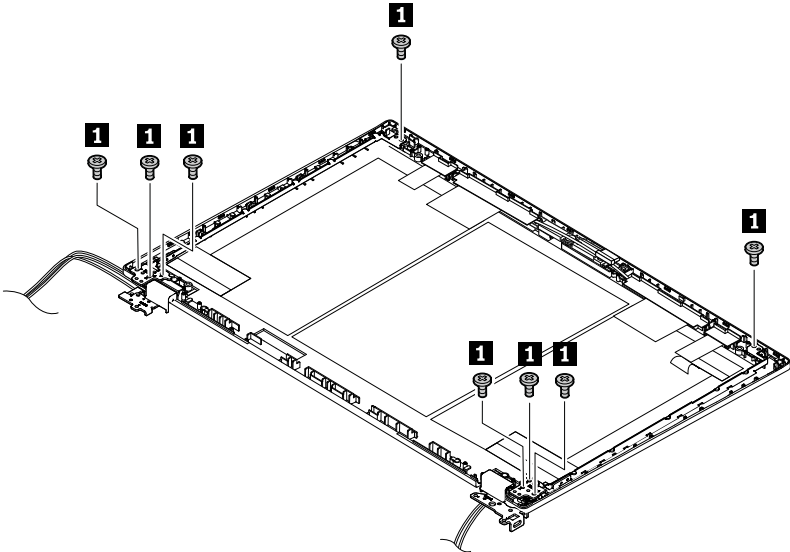
## 2050 Hinges and LCD cable

For access, remove these FRUs in order:

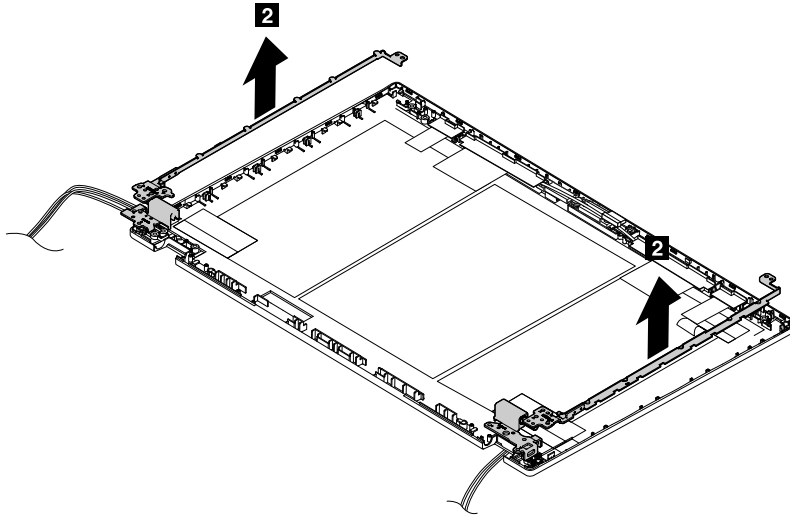
- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78

- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84
- “2010 LCD unit” on page 103
- “2020 LCD front bezel” on page 105
- “2030 Camera/microphone combo card” on page 105
- “2040 LCD panel” on page 106

### Removal steps of the hinges

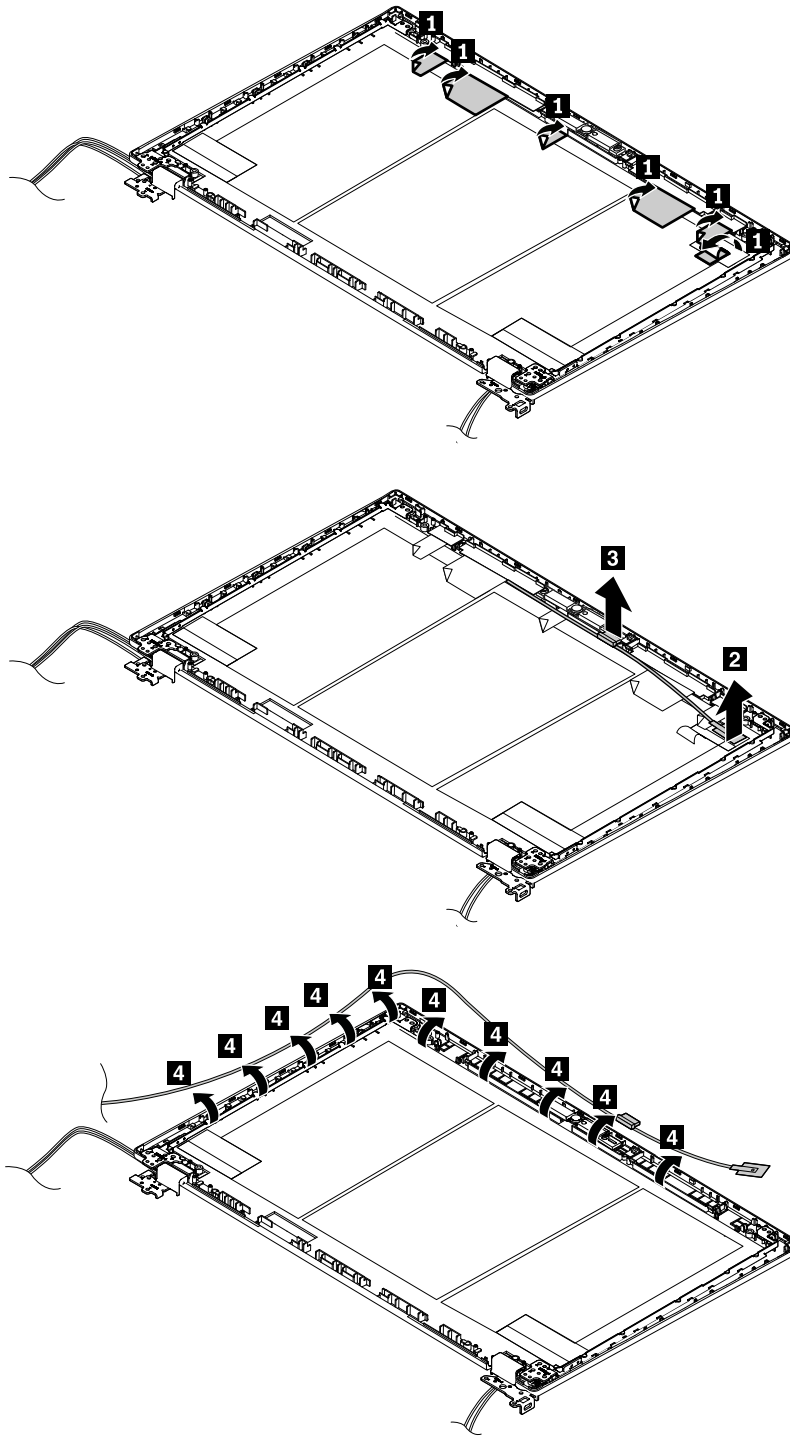


Step	Screw (quantity)	Color	Torque
<b>1</b>	M2.5 × 4 mm, flat-head, nylon-coated (8)	Silver	0.29 Nm (3.0 kgf-cm)



### Removal steps of the LCD cable

**Note:** Depending on the model, the shape and location of the LCD cable might be different from the illustration.



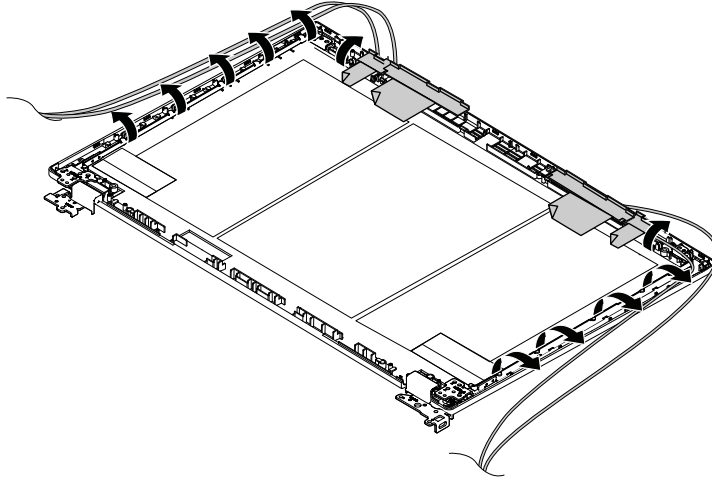
## 2060 Antenna assembly and LCD rear cover assembly

For access, remove these FRUs in order:

- “1010 Battery pack” on page 72
- “1020 Bottom door” on page 73
- “1030 Optical drive” on page 74
- “1060 WWAN card or M.2 solid-state drive in the WWAN card slot” on page 77
- “1070 WLAN card” on page 78

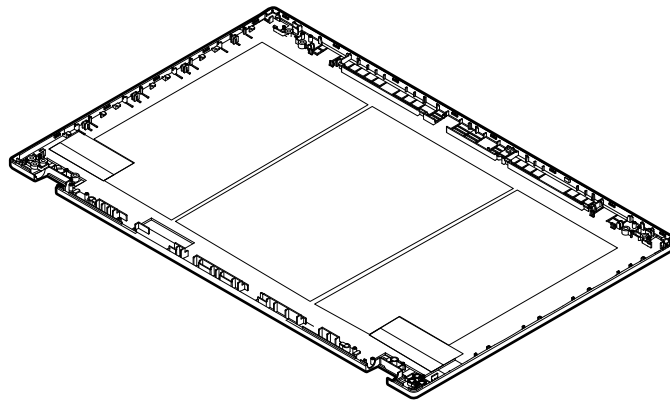
- “1100 Keyboard” on page 82
- “1110 Keyboard bezel assembly” on page 84
- “2010 LCD unit” on page 103
- “2020 LCD front bezel” on page 105
- “2030 Camera/microphone combo card” on page 105
- “2040 LCD panel” on page 106
- “2050 Hinges and LCD cable” on page 107

#### **Removal steps of the WWAN and WLAN antenna assembly**



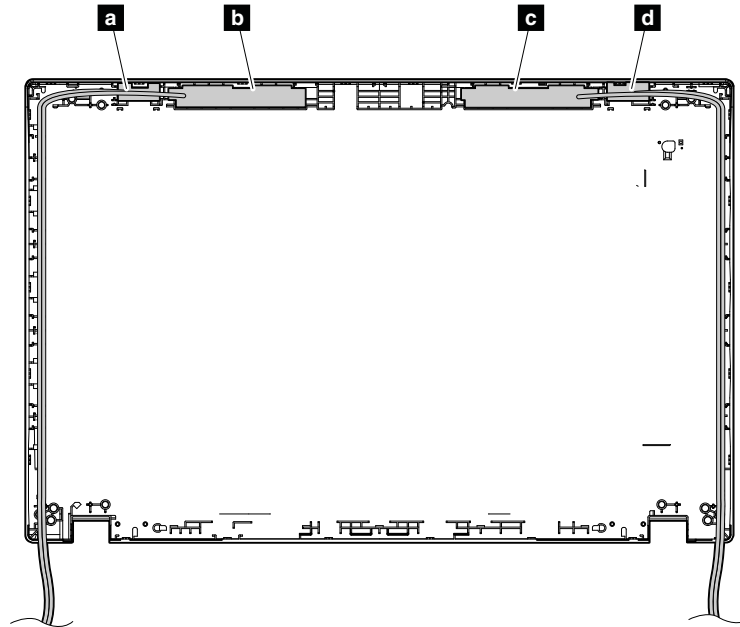
**Attention:** When you route the cables, ensure that they are not subject to any tension. Tension could cause the cables to be damaged by the cable guides, or a wire to be broken.

#### **Removal steps of the LCD rear cover assembly**





## Antenna locations



- a** WLAN antenna (main, gray)
- b** WWAN antenna (main, red)
- c** WWAN antenna (auxiliary, blue)
- d** WLAN antenna (auxiliary, black)



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## Appendix A. Notices

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## Appendix B. Abbreviation table

The following table lists all abbreviations used in this manual.

Abbreviation	Term
BGA	Ball Grid Array
CMOS	Complementary Metal Oxide Semiconductor
CMV	Custom Model Variant
CRC	Cyclic redundancy check
CRT	Cathode ray tube
CRU	Customer Replaceable Unit
CTO	Configure To Order
EAIA	Enhanced Asset Information Area
EEPROM	Electrically Erasable Programmable Read-Only Memory
EFI	Extensible Firmware Interface
ESD	Electrostatic discharge
FRU	Field Replaceable Unit
GAV	General Announce Variant
IC	Integrated circuits
LCD	Liquid Crystal Display
MTM	Machine type and model
POST	Power-on self-test
RFID	Radio-frequency identification
SVP	Supervisor password
UUID	Universally unique identifier







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