

**ThinkPad®**

ThinkPad 11e Chromebook 4th Gen and  
ThinkPad Yoga 11e Chromebook 4th Gen  
Hardware Maintenance Manual

**ThinkPad**

**Lenovo™**





**Note:** Before using this information and the product it supports, be sure to read the general information under Appendix A “Notices” on page 75.

**First Edition (May 2017)**

**© Copyright Lenovo 2017.**

LIMITED AND RESTRICTED RIGHTS NOTICE: If data or software is delivered pursuant to a General Services Administration “GSA” contract, use, reproduction, or disclosure is subject to restrictions set forth in Contract No. GS-35F-05925.

---

# Contents

## About this manual . . . . . iii

## Chapter 1. Safety information . . . . . 1

General safety . . . . .	1
Electrical safety . . . . .	1
Safety inspection guide . . . . .	2
Handling devices that are sensitive to electrostatic discharge . . . . .	3
Grounding requirements . . . . .	4
Safety notices (multilingual translations) . . . . .	4

## Chapter 2. Important service information . . . . . 21

Power management . . . . .	21
Symptom-to-FRU index . . . . .	21
LCD-related symptoms . . . . .	22
Intermittent problems . . . . .	22
Undetermined problems . . . . .	23
Chromebook USB repair shim . . . . .	23
Creating the repair shim . . . . .	23
Disabling and enabling the hardware write-protect function . . . . .	24
Recovering the Chrome operating system with the repair shim and diagnosing problems . . . . .	24
Factory test items . . . . .	26
Strategy for replacing FRUs . . . . .	26
Important notice for replacing a system board . . . . .	26
How to use error message . . . . .	26
Strategy for replacing FRUs for CTO, special-bid, and standard models . . . . .	27
Product definition . . . . .	27
FRU identification . . . . .	27

## Chapter 3. General checkout . . . . . 29

What to do first . . . . .	29
Power system checkout . . . . .	30
Checking the ac power adapter . . . . .	30
Checking the battery and operational charging . . . . .	31

## Chapter 4. Function keys . . . . . 33

## Chapter 5. Locations . . . . . 35

Locating computer controls, connectors, and indicators . . . . .	35
Front view . . . . .	35

Left-side view . . . . .	37
Bottom view . . . . .	38
Locating FRUs and CRUs . . . . .	38
Major FRUs . . . . .	39
LCD FRUs . . . . .	41
Miscellaneous parts . . . . .	44
Connector and cable guide . . . . .	44
Looking up FRU information . . . . .	48

## Chapter 6. FRU replacement notices . . . . . 49

Common service tools . . . . .	49
Screw notices . . . . .	49
Hardware identity . . . . .	50
Prerequisite for replacing a FRU . . . . .	50

## Chapter 7. Removing or replacing a FRU . . . . . 53

General guidelines . . . . .	53
Disabling the battery . . . . .	54
1010 Base cover assembly . . . . .	54
1020 Battery . . . . .	55
1030 Wireless LAN card . . . . .	57
1040 Audio card, speaker, hall sensor card and USB bracket . . . . .	57
1050 System board assembly . . . . .	60
1060 Keyboard bezel assembly and LCD unit . . . . .	62
Removing an LCD FRU for models without touch panel . . . . .	63
2010 LCD bezel assembly . . . . .	63
2020 LCD panel and LCD cable . . . . .	64
2030 Camera/microphone board . . . . .	65
2040 Hinges . . . . .	66
Removing an LCD FRU for models with touch panel . . . . .	68
3010 LCD panel assembly, LCD cable, and LCD panel brackets . . . . .	68
3020 Camera/microphone card and sensor card . . . . .	70
3030 Hinges . . . . .	72

## Appendix A. Notices . . . . . 75

Electronic emissions notices . . . . .	76
Trademarks . . . . .	76

## Appendix B. Abbreviation table . . . . . 77



---

## About this manual

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

ThinkPad 11e Chromebook 3rd Gen	Machine types (MT) 20GD and 20GF
ThinkPad Yoga® 11e Chromebook 3rd Gen	Machine types (MT) 20GC and 20GE

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 21.





---

## Chapter 1. Safety information

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

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

---

### 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. Make sure that you can 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, make sure 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 toolcase 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. Make sure 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 have 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.

**Attention:** Another person must be there 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 may 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 as 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 battery 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. Make sure 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 فقدم 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 والكادميوم. لا تقم بفك أو اعادة شحن البطارية الاحتياطية ولا تقم أيضا بالقائها 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 القاءها 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 باعادة شحن البطارية أو ازالة 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 תברגים, חקפיצים, 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 כמוט קטנה של ניקל וקדמיום. אין למרק סוללות המתנה, לטעון אותה מחדש, להשליך אותה לאש או למים או לקצר אותה. יש לסלק את הסוללה בנדרש על ידי התקנות והחוקים המקומיים. יש להשתמש רק בסוללה המומייעה ברימת החלקים המתאימה. שימוש בסוללה לא מתאימה עלול לגרום לחצתה 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 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 המחובר 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 כנדרש בתקנות ובחוקים המקומיים. יש להשתמש רק בסוללה המופיעה ברשימת החלקים המתאימים. שימוש בסוללה אחרת עלול לגרום לסכנת שריפה או התפוצצות.



סכנה

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



סכנה

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



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 'החלפה חמו' של ה-FRU המוחלף, פעלו כדלהלן לפני הסרתו: כבו את המחשב, נתקו את כל כבלי החשמל מהשקעים, חוציאו את מארז הסוללות ונתקו את כל הכבלים המחוברים.



危険

FRU の交換後、ThinkPad の電源を入れる前に、ねじ、パネ、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めず。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 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 카드뮴이 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. 올바르게 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 느끼면 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。



---

## Chapter 2. Important service information

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

- “Strategy for replacing FRUs” on page 26
  - “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 27
  - “Product definition” on page 27
  - “FRU identification” on page 27

### Important:

- Advise customers to visit the Lenovo® Support Web site at <http://www.lenovo.com/support> to view the software fixes, download the drivers, and follow the on-screen instructions to install the drivers. For additional assistance, customers might call the Lenovo Customer Support Center. Telephone numbers for the Lenovo Support Center are available at: <http://www.lenovo.com/support/phone>
- Service training documents for Lenovo authorized service technicians are available at the following Web site. The disassembly and reassembly videos that show the FRU removal and replacement procedures are contained in the documents. <http://www.lenovoservicetraining.com>

---

## Power management

To reduce power consumption, put the computer into sleep mode if you do not use it.

When the computer enters sleep mode, the following events occur:

- The LCD is powered off.
- The microprocessor stops.

To enter sleep mode, close the lid if you are logged in. To resume from sleep mode, open the computer lid and press any key.

**Note:** If you are not logged in, closing the lid will shut down the computer.

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

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

**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.

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

---

## Symptom-to-FRU index

This section contains following information:

- “LCD-related symptoms” on page 22
- “Intermittent problems” on page 22
- “Undetermined problems” on page 23

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 22.

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

## 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 notebooks purchased on 1 January, 2008 or later.
- Lenovo will not provide replacement if the LCD is within specification as we cannot guarantee that any replacement LCD will have zero pixel defects.
- One pixel consists of R, G, B sub-pixels.

Table 1. LCD-related symptoms

Symptom or error	FRU or action, in sequence
No beep, system-status 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 adapter or 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 30.

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. Printer, mouse, and other external devices
  - c. External diskette drive or optical drive
  - d. Wireless 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 nondefective FRU):
  - a. System board
  - b. LCD assembly

---

## Chromebook USB repair shim

This section provides information about creating and using the Chromebook USB repair shim (hereafter referred to as the repair shim).

The repair shim is a bootable device that is required to service the computer for the following purposes:

- Diagnose problems and recover the system to the factory-default settings.
- Update the system.

## Creating the repair shim

To create the repair shim, do the following:

1. Prepare a USB storage device with at least 8 gigabyte (GB) space. The required USB storage capacity depends on the size of the recovery image.

**Attention:** Creating the repair shim will delete all the data stored on the USB device. To avoid data loss, make a backup copy of all the data that you want to keep. If you want to restore the USB device for normal use after using it as a repair shim, delete all the partitions of the USB device and then format it.


2. Download the latest version of the repair shim image from the Lenovo Support Web site at: <http://www.lenovo.com/support>. A Lenovo service credential is required.

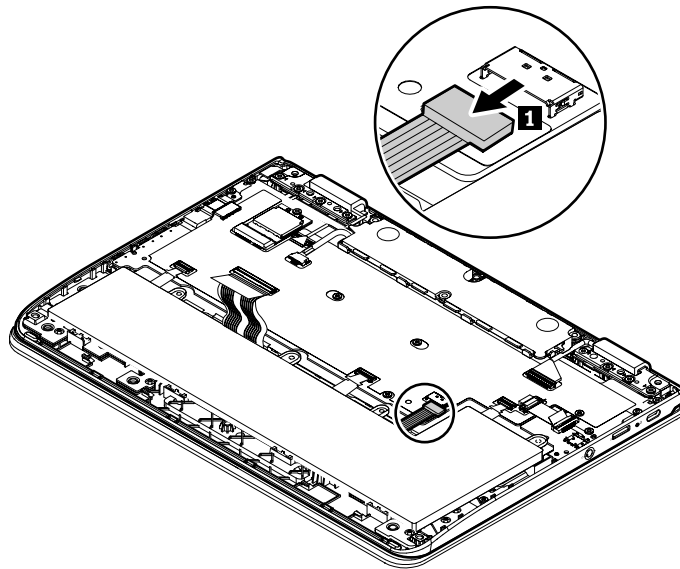
**Note:** Ensure that you create the repair shim using the latest version of the repair shim image. Using an earlier version might cause the repair process to fail.

3. Download the Win32 Disk Imager tool from <http://sourceforge.net/projects/win32diskimager/>.
4. Run the imager tool and follow the on-screen instructions to create the repair shim.

## Disabling and enabling the hardware write-protect function

By default, the on-board Read-Only Memories (ROMs) are set as hardware write-protected. Before recovering the operation system, do the following to set the ROMs as unprotected:

1. Disable the battery. See “Disabling the battery” on page 54.
2. Disconnect the ac power adapter and all cables from the computer, and then remove the base cover assembly. See “1010 Base cover assembly” on page 54.
3. Disconnect the battery .




4. Reinstall the base cover assembly. The hardware write-protect function is disabled.

**Note:** To enable the hardware write-protect function, reconnect the battery.

## Recovering the Chrome operating system with the repair shim and diagnosing problems

To recover the Chrome operating system with the repair shim, do the following:

1. Connect the computer to ac power. Press and hold `esc+`, and then press the power button or power key to start the computer and enter the recovery mode.
2. Press `ctrl+d` and then press `enter`. The computer restarts and enters the developer mode.
3. When the developer mode screen is displayed, press the power button or power key to shut down the computer. Then, disable the hardware write-protect function. See “Disabling and enabling the hardware write-protect function” on page 24.
4. Press and hold `esc` and the power button or power key, and then connect the computer to ac power. The computer restarts and enters the recovery mode again.

**Note:** If failed, press the power button or power key to shut down the computer. Then, repeat step 4.

5. When the recovery mode screen is displayed, connect the repair shim to an available USB connector of the computer. The repair shim will update the firmware and image automatically. When prompted, type



“I” and press enter to start the update process. When the update process finishes, the computer restarts. When the developer mode screen is displayed, remove the repair shim, and then press the power button or power key to shut down the computer. Then disconnect the ac power adapter.

**Note:** The update process starts automatically, and takes less than 10 minutes. Information about the update status is displayed on the computer screen during the process.

6. Do the following to reconnect the battery:
  - a. Remove the base cover assembly. See “1010 Base cover assembly” on page 54.
  - b. Connect the built-in battery cable to the built-in-battery connector.Then reinstall the base cover assembly.

To diagnose problems, do the following:

1. Connect the computer to ac power. Then press the power button or power key to start the computer and enter the factory-test environment. Follow the instructions on the screen to begin the test.
2. When the run in test starts, enter the Vital Product Data (VPD) if prompted. If the VPD is already displayed, you may select a model name and press esc to continue.

**Note:** If the system board is replaced, you are required to reenter VPD, a 20-character machine type and model (MTM) and serial number (SN) string. The string consists of the 7-digit machine type, 3-digit model number, 8-digit SN, and is preceded by the characters “1S”. You can find the MTM and SN information on the bottom cover. To locate the MTM and SN label, see “1010 Base cover assembly” on page 54.

If the VPD is already displayed and matches the numbers shown on the bottom cover, press esc to leave the values as they are.

3. The run in test takes about 20 minutes and then the Final Assembly Test and Pack (FATP) test items are displayed. The FATP test includes independent tests for each component. Follow the instructions on the screen to start the tests. For information about the factory test items, see “Factory test items” on page 26.

**Note:** If the factory test reveals a defective component, turn off the computer, disconnect the ac power adapter, and then replace the defective component. For information about replacing a FRU, see Chapter 7 “Removing or replacing a FRU” on page 53.

4. Enable the hardware write-protect function after the FATP test is completed. See “Disabling and enabling the hardware write-protect function” on page 24.
5. Turn on the computer. The computer enters the factory-test environment again. It is recommended that you run the run in test and FATP test again to ensure that the new components function correctly.

**Note:** It is not necessary to disable the hardware write-protect function again if additional components must be replaced.

6. Run the Google required tests. If the tests are completed successfully, all the data stored on the computer will be deleted and the computer will be turned off. If any test item of the run in test, FATP test, or Google required tests fails, the Finalize test of the Google required tests will fail and the recovery process cannot be completed. Check and ensure that the hardware identity and VPD are correct. See “Factory test items” on page 26.

**Note:** The Finalize test can be forced to end by pressing f. However, it is not recommended to do so when a test of a certain component fails. Force the Finalize test to end only when the test has to be stopped because it cannot be performed.

7. After the recovery process finishes, the battery is disabled. The system is in a clean out-of-box state. To turn on the computer, connect the computer to the ac power first.

## Factory test items

When the computer enters the factory-test environment, factory test items start to run automatically. The factory test process contains the following three tests:

- **Run in test:** The run in test is designed to test how the system functions under stress by running at maximum workload. The run in test includes the tests of microprocessor, memory, graphics card, and so on. The run in test takes about 20 minutes to finish.
- **FATP test:** The FATP test is designed to test each component to verify its function. The components include the TPM, display, audio card, camera, keyboard, and so on. It is recommended that you run all the FATP test items. Some test items might require connecting an external display or inserting a microSD card. If the external display or microSD card is not available, the tests can be bypassed, but the FATP test will be marked as failed.
- **Google required tests:** Google required tests check the system status and help restore the system to the factory-default settings. Google required tests include several tests, and the Finalize test examines the whole status of the computer. The failure of any test item of the run in test, FATP test, or Google required tests will lead to the failure of the Finalize test and Google required tests. Pay attention to the following items which might lead to the Finalize test failure:
  - **HWID mismatch:** Each Chromebook has a known hardware configuration assigned with an HWID. HWID mismatch can be caused by either of the following:
    - Use unauthorized parts or some parts are missing. See “Hardware identity” on page 50.
    - The write-protection function is not disabled before recovering the operating system with the repair shim. See “Disabling and enabling the hardware write-protect function” on page 24.
  - **Vital Product Data (VPD) incorrectness:** Ensure that the VPD is entered correctly.

---

## Strategy for replacing FRUs

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 may 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.

## 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 may 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 hard pushing to prevent cracking at each BGA (Ball Grid Array) 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 may 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.

---

## 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: 20A7CTO1WW).

#### Special-bid model

This is a unique configuration that has been negotiated between Lenovo and the customer. A unique machine type model (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: 20A7000955). 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: 20A70009UK).

### 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 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.



---

## Chapter 3. General checkout

This chapter introduces following information:

- “What to do first” on page 29
- “Power system checkout” on page 30

Be sure to read the following important notes.

### Important:

- **Only certified trained personnel should service the computer. Personnel repairing the Lenovo Chromebook computer must have completed the certification course number RTPW1170 or CTPi217.**
- **Before replacing any Field replaceable Unit (FRU), read the entire page on removing and replacing FRUs.**
- **When you replace FRUs, it is recommended 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 by referring to the Web site: <http://www.lenovo.com/serviceparts-lookup>
- **A FRU should not be replaced because of a single, unreproducible failure.** Single failures can occur for various 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.**

---

## What to do first

When you 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 may be 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 that might indicate that the system was 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
- 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.

---

## Power system checkout

To verify if a battery and an ac power adapter are functional, do the following:

1. Turn off the computer.
2. Connect the ac power adapter.
3. Turn on the computer. If the computer can be turned on, it means that either the battery or the ac power adapter is functional.
4. Turn off the computer.
5. Disconnect the ac adapter and turn on the computer. If the computer can be turned on, it means the battery is functional.

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

- “Checking the ac power adapter” on page 30
- “Checking the battery and operational charging” on page 31

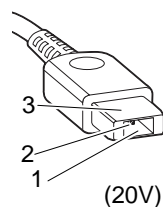
## Checking the ac power adapter

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

- If the system-status indicator does not blink three times when an ac power source is connected, 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 the battery and operational charging” on page 31.

To check the ac power adapter, do the following:

1. Disconnect 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 illustration:



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

**Note:** Output voltage of 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 the battery and operational charging

### Checking the battery

This system 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.

The battery status indicator is located in the lower-right corner of the screen. To view the percentage of battery power remaining, click the battery status icon.

### Checking the operational charging

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

1. Discharge the battery until the remained battery power is less than 50%.
2. Perform operational charging. Click the battery status icon in the lower-right corner of the screen to display detailed battery information. If it indicates that the battery is not charging, replace the battery.
3. Check the battery status again. If the same error still exists, replace the system board.


















---

## Chapter 4. Function keys

The following table describes the function keys on the computer.

Table 2. Function keys

Function key	Description
	Goes to the previous page.
	Goes to the next page.
	Reloads the current page.
	Views the current page in full-screen mode.
	Switches between windows.
	Decreases the screen brightness.
	Increases the screen brightness.
	Mutes the volume.
	Decreases the volume.
	Increases the volume.
	Locks the computer screen. This key is available on computer models with a multi-touch screen.
	Turns on the computer. This key is available on computer models without a multi-touch screen.
	Searches applications and the Web.



---

## Chapter 5. Locations

This chapter introduces the locations of the hardware components on your computer.

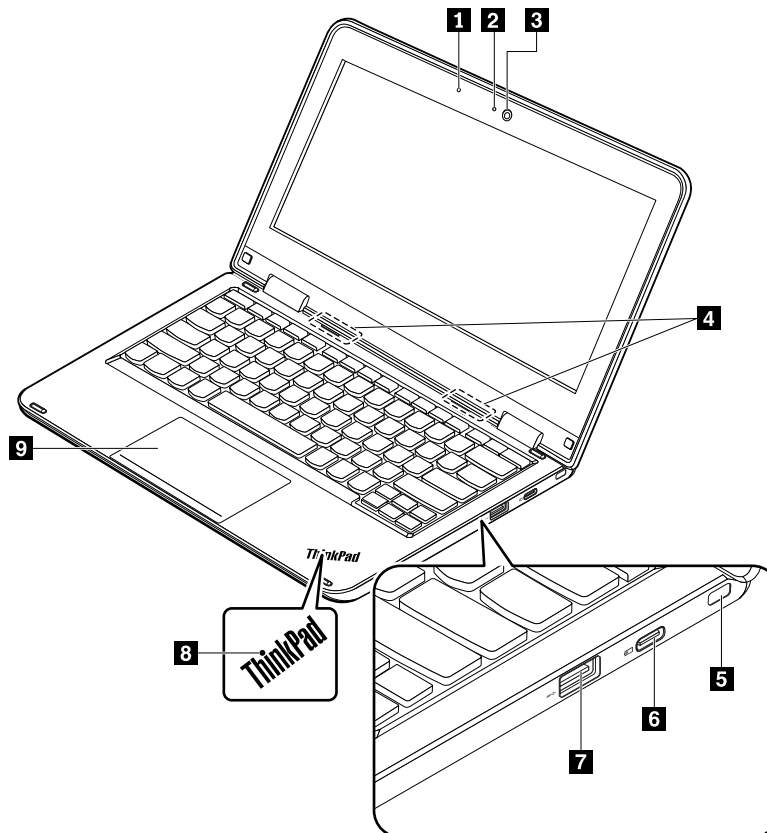
---

### Locating computer controls, connectors, and indicators

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

#### Front view

##### ThinkPad 11e Chromebook 4th Gen



**1** Microphone

**3** Camera

**5** Security-lock slot

**7** USB 3.0 connector

**9** Touchpad

**2** Camera-in-use indicator<sup>1</sup>

**4** Speakers

**6** USB-C™ connector

**8** System-status indicator<sup>2</sup>

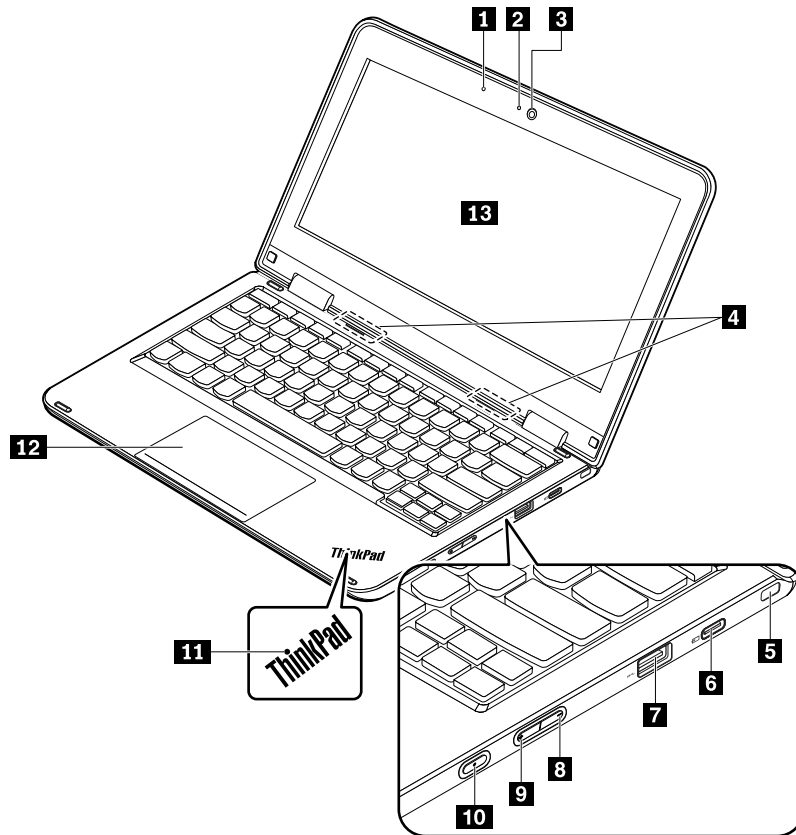
<sup>1</sup>: When the camera is started, the camera-in-use indicator turns on in green.

<sup>2</sup>: The illuminated dot in the ThinkPad logo works as a system-status indicator.

**Solid on:** The computer is on (in normal use).

- Blinks for three times:** The computer is initially connected to power.
- Blinks slowly:** The computer is in sleep mode.
- Off:** The computer is off.

### ThinkPad Yoga 11e Chromebook 4th Gen

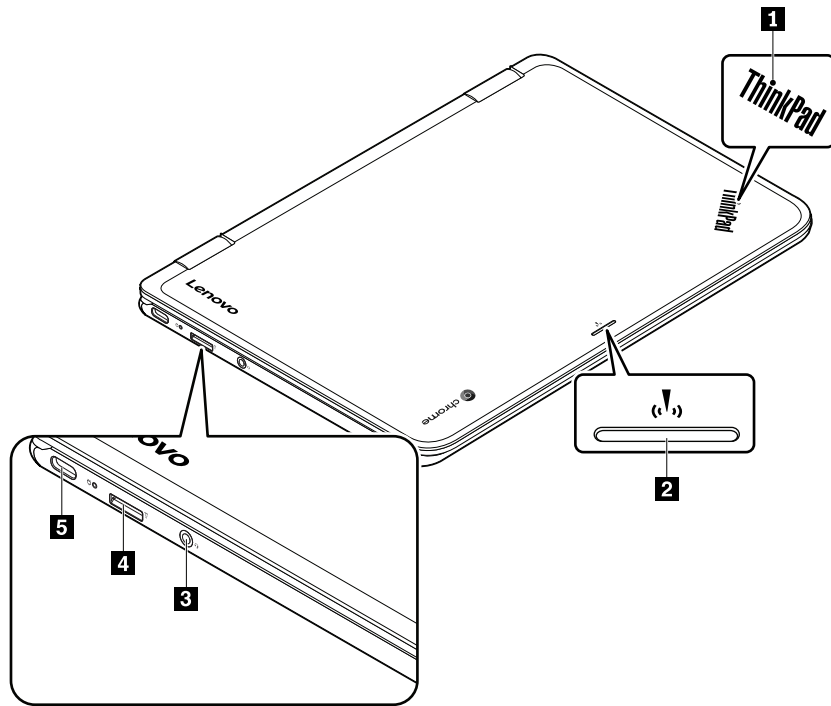


- |                             |   |
|-----------------------------|---|
| <b>1</b> Microphone         | <b>2</b> Camera-in-use indicator <sup>1</sup> |
| <b>3</b> Camera             | <b>4</b> Speakers                             |
| <b>5</b> Security-lock slot | <b>6</b> USB-C connector                      |
| <b>7</b> USB 3.0 connector  | <b>8</b> Volume-down button                   |
| <b>9</b> Volume-up button   | <b>10</b> Power button                        |

- 1: When the camera is started, the camera-in-use indicator turns on in green.
- 2: The illuminated dot in the ThinkPad logo works as a system-status indicator.

- Solid on:** The computer is on (in normal use).
- Blinks for three times:** The computer is initially connected to power.
- Blinks slowly:** The computer is in sleep mode.
- Off:** The computer is off.

## Left-side view



**1** System-status indicator<sup>1</sup>

**2** Wireless-status indicator<sup>2</sup>

**3** Audio connector

**4** microSD card slot

**5** USB-C connector

<sup>1</sup>: The illuminated dot in the ThinkPad logo works as a system-status indicator.

**Solid on:** The computer is on (in normal use).

**Blinks for three times:** The computer is initially connected to power.

**Blinks slowly:** The computer is in sleep mode.

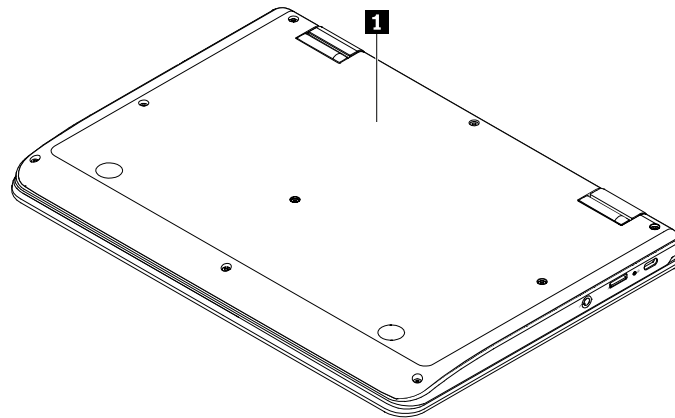
**Off:** The computer is off.

<sup>2</sup>: The wireless-status indicator is located on the outer lid of the computer.

**On:** The wireless features of the computer are on.

**Off:** The wireless features of the computer are off.

## Bottom view



**1** Bottom cover

---

## Locating FRUs and CRUs

This topic introduces the following service parts:

- “Major FRUs” on page 39
- “LCD FRUs” on page 41

### Notes:

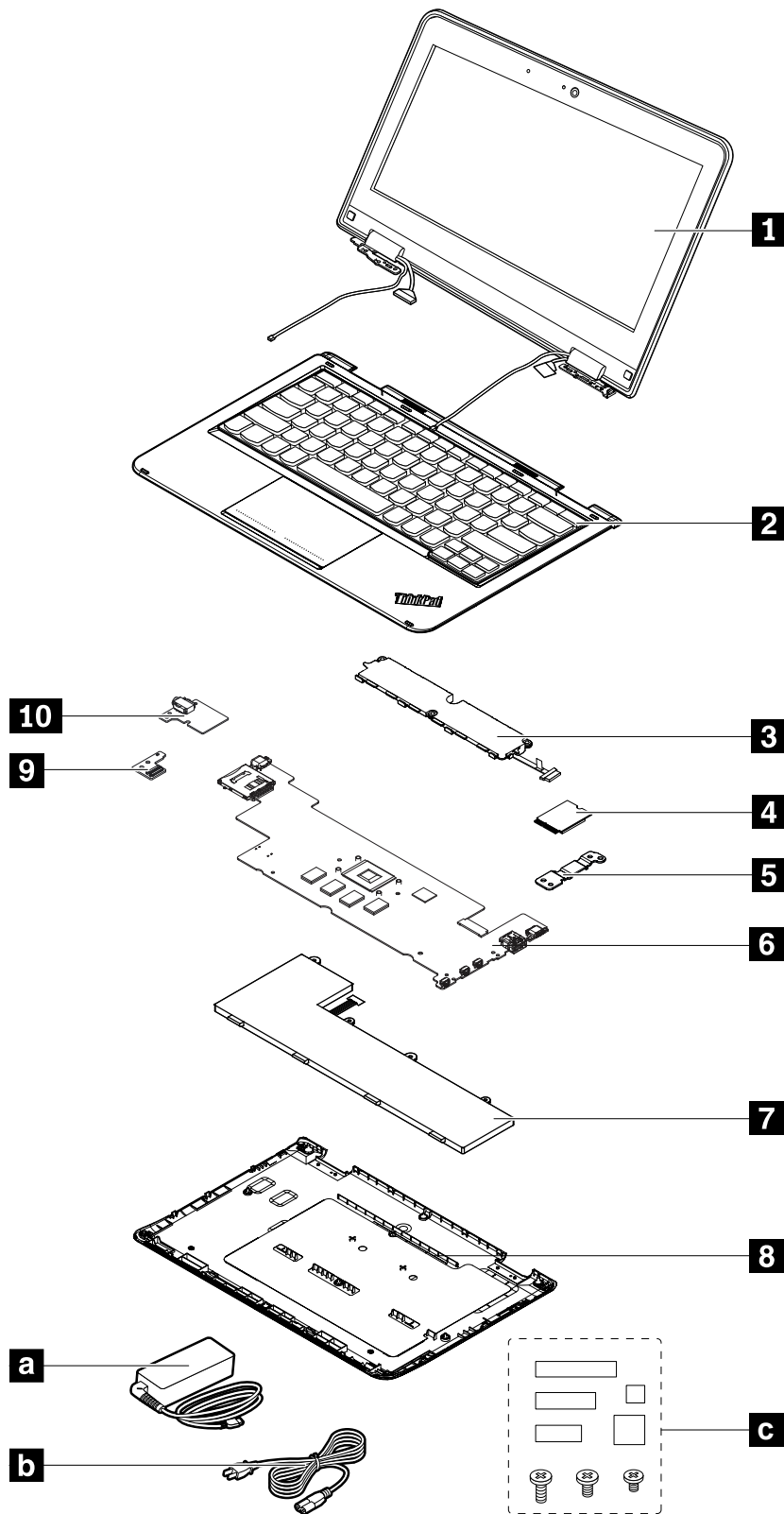
- Each FRU is available for all types or models, unless otherwise specified.
- **CRU statement for customers:**

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 **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:** These CRUs unplug or are held by no more than two screws. Examples of these types of CRUs include the ac power adapter and power cord. Other self-service CRUs depending on product design might include the wireless card, keyboard, and palm rest with fingerprint reader and touch pad.
- **Optional-service CRUs:** These CRUs are isolated parts within the computer that are concealed by an access panel that is typically secured by more than two screws. Once the access panel is removed, the specific CRU is visible.

# Major FRUs

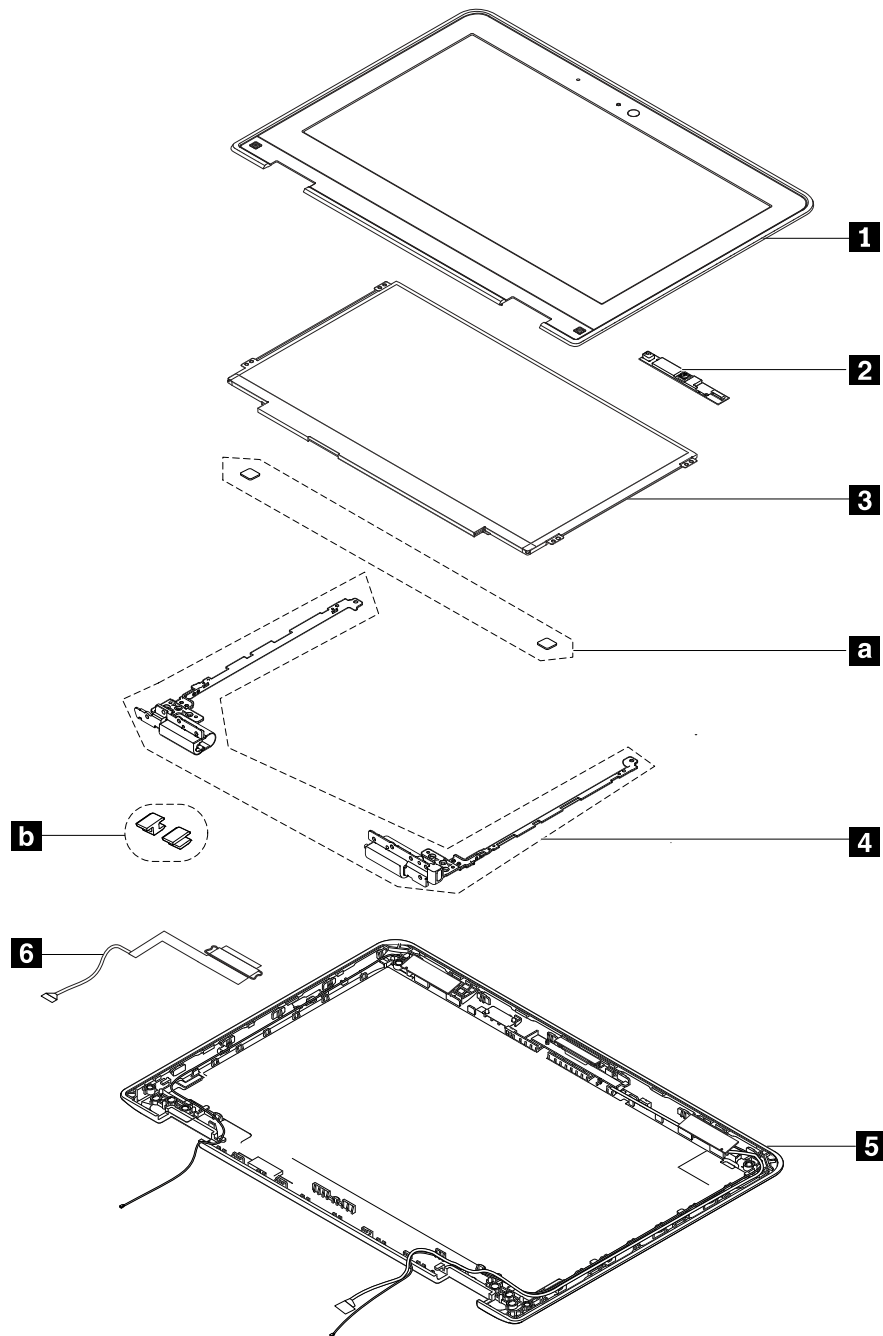


No.	FRU descriptions	Self-service CRU	Optional-service CRU
1	LCD unit (see “LCD FRUs” on page 41)	No	No
2	Keyboard bezel assembly	No	No
3	Speaker assembly	No	No
4	Wireless LAN card	No	No
5	USB bracket	No	No
6	System board	No	No
7	Battery	No	No
8	Base cover assembly	Yes	No
9	Hall sensor card	No	No
10	audio card	No	No
a	ac power adapter	Yes	No
b	Power cord	Yes	No
c	Miscellaneous parts kits	No	No



## LCD FRUs

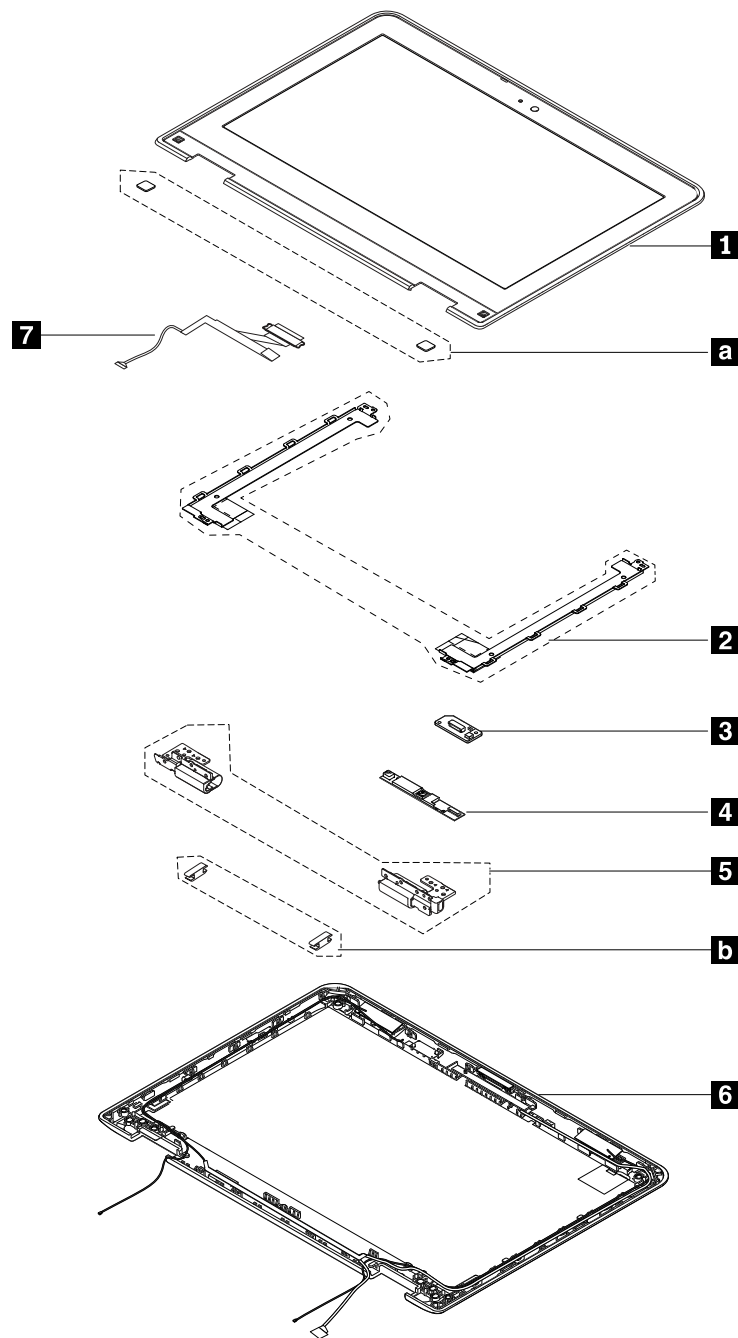
For models without touch panel:



No.	FRU descriptions	Self-service CRU	Optional-service CRU
<b>1</b>	LCD bezel assembly	No	No
<b>2</b>	Camera/microphone card	No	No
<b>3</b>	LCD panel without touch function	No	No
<b>4</b>	Hinges	No	No

No.	FRU descriptions	Self-service CRU	Optional-service CRU
5	LCD rear cover assembly	No	No
6	LCD cable	No	No
a	Mylar screw caps (see “Miscellaneous parts” on page 44)	No	No
b	Hinge rubbers (see “Miscellaneous parts” on page 44)	No	No

For models with touch panel:



No.	FRU descriptions	Self-service CRU	Optional-service CRU
<b>1</b>	LCD panel with touch function	No	No
<b>2</b>	LCD panel bracket	No	No
<b>3</b>	Sensor card	No	No
<b>4</b>	Camera/microphone card	No	No
<b>5</b>	Hinges	No	No

No.	FRU descriptions	Self-service CRU	Optional-service CRU
<b>6</b>	LCD rear cover assembly	No	No
<b>7</b>	LCD cable	No	No
<b>a</b>	Mylar screw caps (see “Miscellaneous parts” on page 44)	No	No
<b>b</b>	Hinge rubbers (see “Miscellaneous parts” on page 44)	No	No

## Miscellaneous parts

FRU descriptions	Self-service CRU	Optional-service CRU
Screw kit	No	No
<b>System miscellaneous kit</b> <ul style="list-style-type: none"> <li>Screw rubber caps</li> </ul>	No	No
<b>LCD miscellaneous kit</b> <ul style="list-style-type: none"> <li>Mylar screw caps</li> <li>Hinge rubbers</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” on page 39 and “LCD FRUs” on page 41.

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

### System board connectors and cables

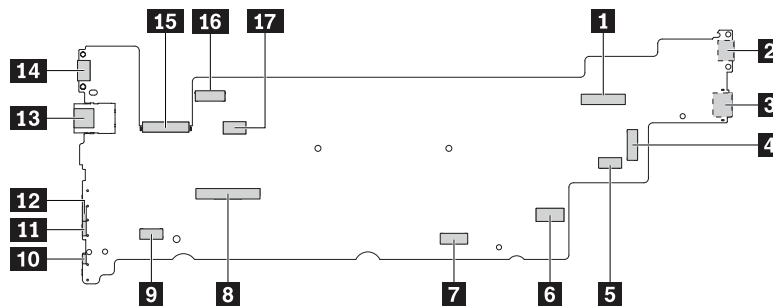


Table 3. System board connector and cable guide

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	LCD connector (internal)	LCD cable	Connect one end to the LCD panel and the other end to this connector.
<b>2</b>	USB-C connector (external)	No	Connect USB-C compatible devices to this connector.
<b>3</b>	microSD card slot (external)	No	Insert the microSD card into this slot.
<b>4</b>	Audio card connector (internal)	Audio cable	Connect one end to the audio card and the other end to this connector.

Table 3. System board connector and cable guide (continued)

Item	Connector (location)	Internal cable required	Cable connection
5	Hall sensor card connector (internal)	Hall sensor cable	Connect one end to the hall sensor card and the other end to this connector.
6	Built-in-battery connector (internal)	Built-in battery cable	The built-in battery cable comes with the cable. Connect the cable to this connector.
7	Touchpad connector (internal)	Touchpad cable	The keyboard bezel assembly comes with the touchpad cable. Connect the cable to this connector.
8	Keyboard connector (internal)	Keyboard bezel assembly cable	The keyboard bezel assembly comes with a cable. Connect the cable to this connector.
9	LED connector (internal)	LED cable	The keyboard bezel assembly comes with the LED cable. Connect the cable to this connector.
10	Power button switch (external)	No	Attach the power button to this switch.
11	Volume-up switch (external)	No	Attach the volume-up button to this switch.
12	Volume-down switch (external)	No	Attach the volume-down button to this switch.
13	Always On USB 3.0 connector (external)	No	Connect a USB-compatible device to this connector.
14	USB-C connector (external)	No	Connect USB-C compatible devices to this connector.
15	Wireless-LAN card slot (internal)	No	Insert the wireless-LAN card into this slot.
16	Camera/microphone card connector (internal)	Camera/microphone cable	Connect one end to the camera/microphone card, another end to the sensor card, and a third end to this connector. <b>Note:</b> The sensor card is available only on computer models with a touch panel.
17	Speaker assembly connector (internal)	Speaker assembly cable	The speaker assembly comes with a cable. Connect the cable to this connector.

### Camera/microphone card connector and cable

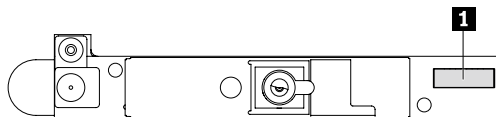


Table 4. Camera/microphone card connector and cable guide

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	Camera/microphone card connector (internal)	Camera/microphone cable	Connect one end to the camera cable connector on the system board, another end to the sensor card, and a third end to this connector. <b>Note:</b> The sensor card is available only on computer models with a touch panel.

### Keyboard bezel assembly connector and cable

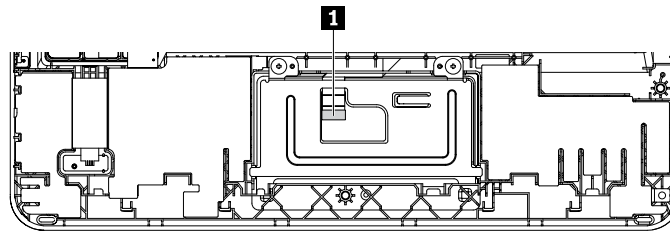


Table 5. Keyboard bezel assembly connector and cable guide

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

### Wireless-LAN card connectors and cables

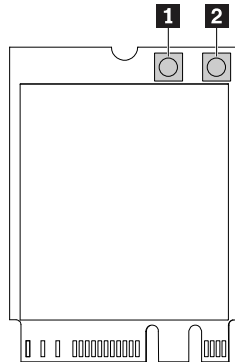


Table 6. Wireless-LAN card connector and cable guide

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

**Sensor card connector and cable (available on computer models with a touch panel)**

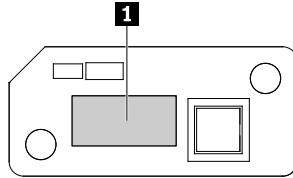


Table 7. Sensor card connector guide

Item	Connector (location)	Internal cable required	Cable connection
1	Sensor card connector (internal)	Camera cable	Connect one end to the camera/microphone card, another end to the system board, and a third end to this connector.

**Hall sensor card connector and cable**

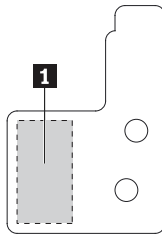


Table 8. Hall sensor card connector and cable guide

Item	Connector (location)	Internal cable required	Cable connection
1	Hall sensor card connector (internal)	Hall sensor card cable	Connect one end to the hall sensor card connector on the system board and the other end to this connector.

**Audio card connector and cable**

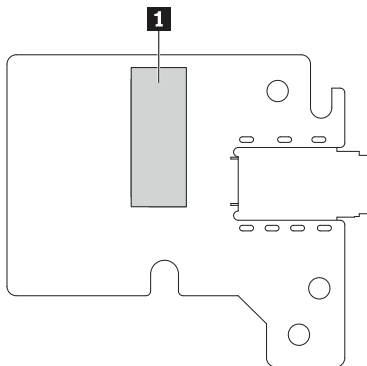


Table 9. Audio card connector and cable guide

Item	Connector (location)	Internal cable required	Cable connection
<b>1</b>	Audio card connector (internal)	Audio card cable	Connect one end to the audio card connector, and another end to 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>



---

## Chapter 6. FRU replacement notices

This chapter presents notices related to removing and replacing parts. Read this chapter carefully before replacing any 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 can be found at <http://www.lenovo.com/support>. Click **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.

---

## Common service tools

Below is the list of common service tools that you might need while servicing the computer.

- Screwdriver kit (including T5 Torx screwdriver)
- 1/4" drive spinner handle
- 1/4" Sq. to 1/4" hex torx adapter
- TR7-TR-10 tamper resistant torx bits
- Removal tool antenna RF connector
- USB 2.0 CD-RW/DVD-ROM combo drive II
- USB cable
- USB floppy diskette drive for maintenance diskette
- USB floppy diskette drive tool kit
- Test card for integrated Smart Card
- LENOVO ThinkPad Hardware Maintenance Diskette Version 1.76 or later

**Note:** Download the file from the following Web site:  
<http://www.lenovo.com/support>

---

## 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.

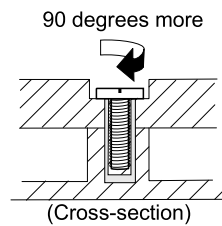
Do the following when you service this machine:

- 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.

Tighten screws as follows:

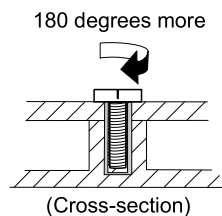
- **Plastic to plastic**

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 torque screwdrivers are calibrated correctly following country specifications.

---

## Hardware identity

A set of valid hardware identities (HWIDs) are provided by Google. Google logs the exact hardware combination into a Chromebook and creates an HWID. The HWID is used to ensure that all parts are valid during the repair of the Chromebook. The HWID is used for the following purposes:

- Auto-update new patches and software for the lifetime of the computer
- Recover the computer to the factory default settings

If unauthorized parts are installed, you might not get the correct auto-updates for your computer, or you might not recover your computer successfully to the factory default settings. For example, if you install a different model of the wireless LAN card, which is not the required configuration, the HWID will not match.

HWID is checked by using the repair shim. For information about the repair shim, see “Chromebook USB repair shim” on page 23.

---

## Prerequisite for replacing a FRU

Use the repair shim before replacing any non-CRUs. The following is the list of CRUs for your Chromebook:

- ac power adapter
- Power cord
- Bottom cover

For CRU definition, see “Locating FRUs and CRUs” on page 38.

For information about how to use the repair shim, see “Recovering the Chrome operating system with the repair shim and diagnosing problems” on page 24.



---

## 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



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

For instructions on how to disable the battery, see “Disabling the battery” on page 54.

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 49.
3. Begin by removing any FRUs that have to be removed before replacing the failing FRU. Any such FRUs are listed at the beginning of each FRU replacement section. 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 given by the arrow in the drawing.
6. When removing a FRU, move it in the direction as given by the arrow in the drawing.
7. To put the new FRU in place, reverse the removal procedure and follow any notes that pertain to replacement.
8. When replacing a FRU, use the correct screws as shown in the replacement procedures.

**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.


**Attention:** 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.

---


## Disabling the battery

Before replacing any FRU, ensure that you have disabled the battery by doing the following:

**Note:** Follow the instructions on the screen in addition to the instructions in this topic.

1. Turn off your computer and disconnect all cables from the computer. Connect the ac power adapter to the power connector on your computer.
2. Do the following to enter Developer mode:
  - a. Press and hold the esc key, the refresh key , and the power button at the same time. When the message Chrome OS is missing or damaged. Please insert a recovery USB stick or SD card. is displayed, press ctrl+d.

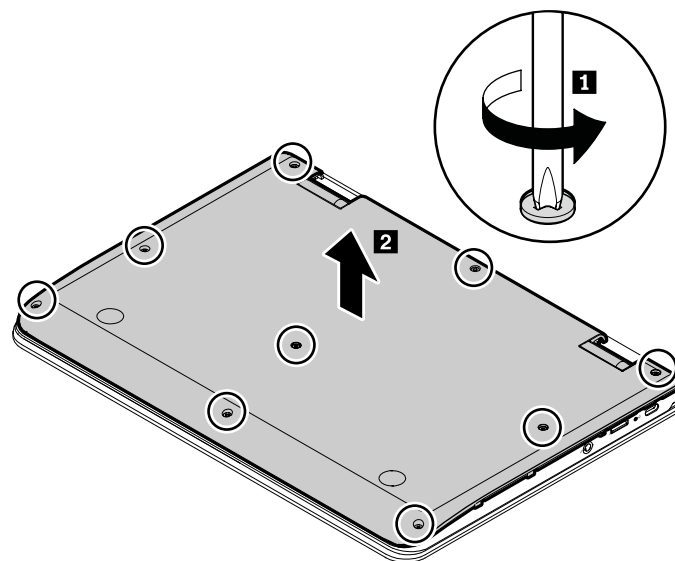
**Note:** If you are prompted to turn off the OS verification, press enter.

- b. When the message OS verification is OFF. Press SPACE to re-enable. is displayed, do not press the space key. The computer will restart automatically. This process takes several minutes.
3. When prompted to log on to the computer, press and hold the ctrl + alt + forward key  at the same time, then the Terminal window is displayed.
  4. When prompted to log on to the local host, type `chronos` in the **localhost login:** field and press enter.
  5. Type `sudo bash` in the **chronos@localhost** field and press enter.
  6. Type `ectool battery cutoff` in the **localhost user** field and press enter.
  7. When the message `SUCCESS. The battery has arranged a cut-off and the system should be shutdown immediately.` is displayed, disconnect the ac power adapter from the computer and the computer turns off immediately. The battery is disabled. Wait several minutes to let the computer cool.

---

## 1010 Base cover assembly

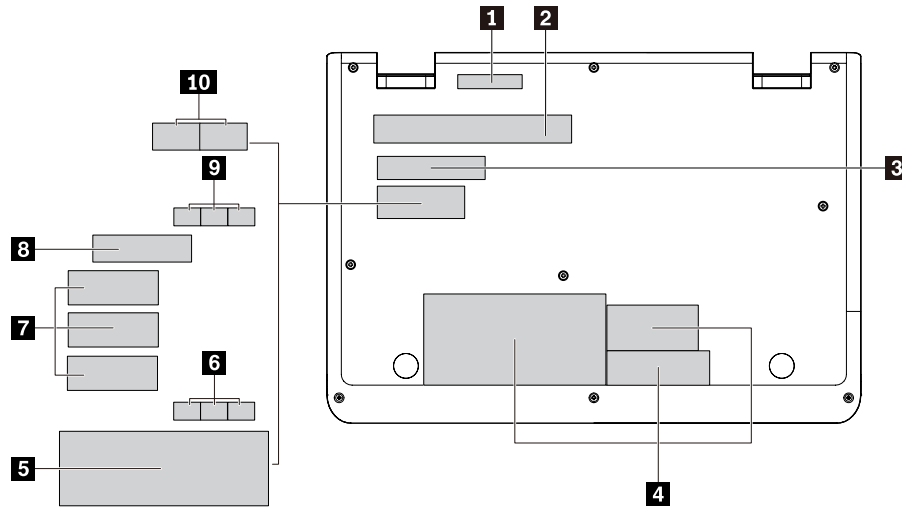
### Removal steps of the base cover assembly



## Applying labels to the base cover assembly

The new base cover assembly is shipped with a kit containing labels of several kinds. Apply those labels when you replace the bottom cover assembly. For the labels that are not shipped with the new bottom cover, peel them from the old bottom cover and adhere them to the new one.

The following illustration shows the location of each label.



**1** S/N label

**3** GEO label

**5** BIS label

**7** Israel label

**9** Indonesia Postel label

**2** Silk print

**4** Asset tags

**6** Malaysian SLP label

**8** Indonesia rating label

**10** Brazil ANATEL label

---

## 1020 Battery

### Important notices for replacing a battery

**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.

For access, remove this FRU:

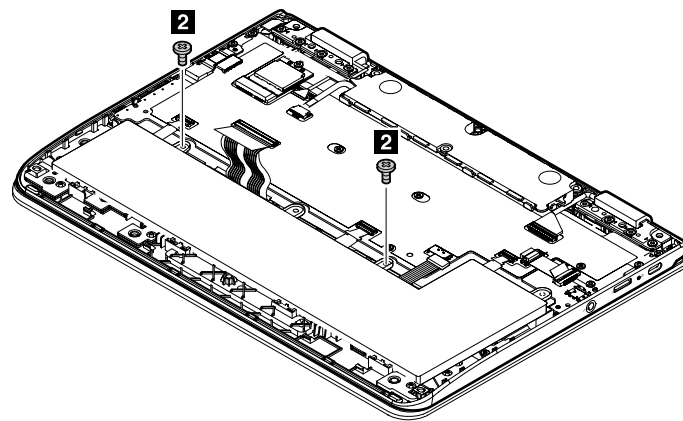
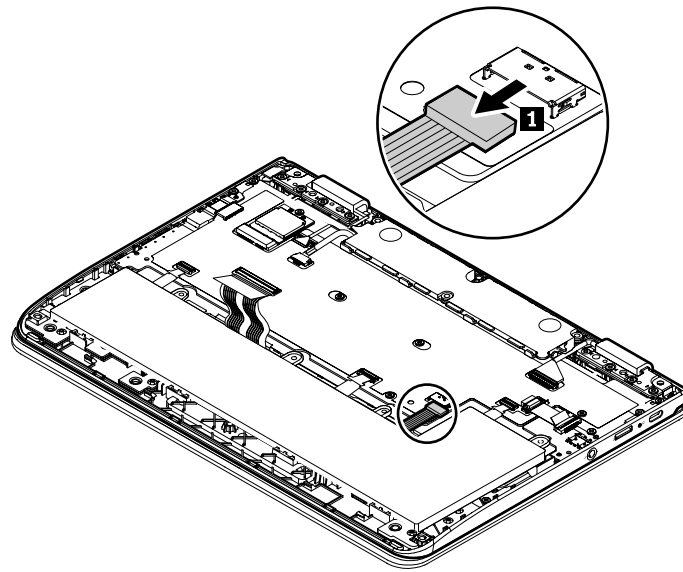
- “1010 Base cover assembly” on page 54

### Removal steps of the battery

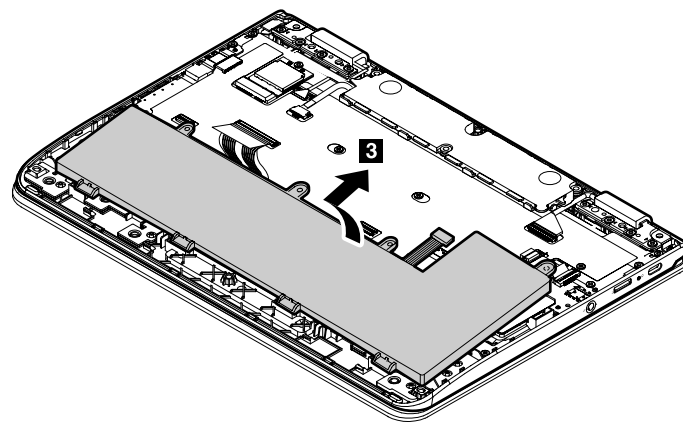


**DANGER**

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



Step	Screw (quantity)	Color	Torque
<b>2</b>	M2 × L4 mm, flat-head, nylon-coated (2)	Silver	0.181 Nm (1.85 kgf-cm)

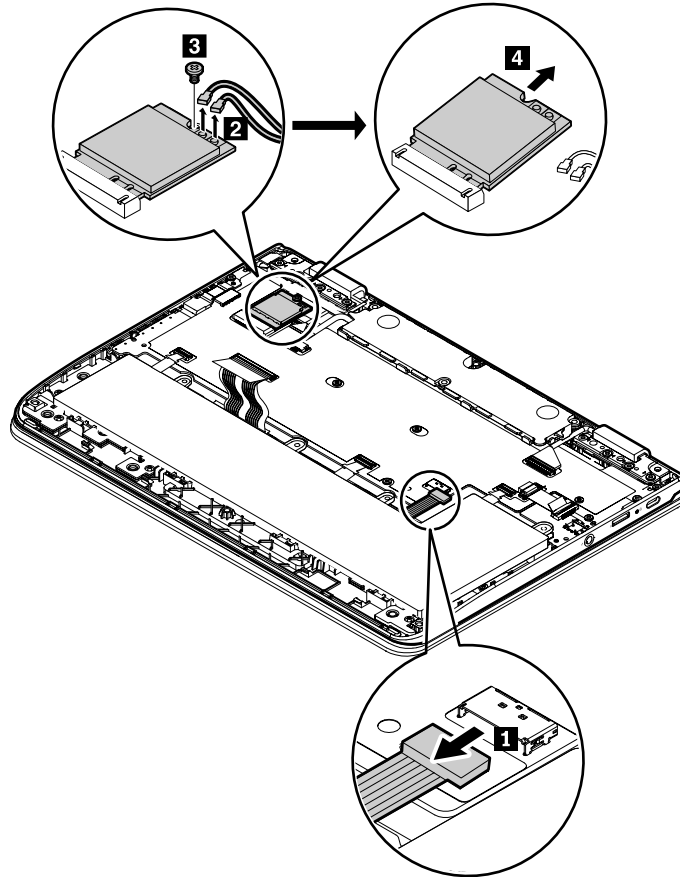




---

## 1030 Wireless LAN card

### Removal steps of the wireless LAN card



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × L3 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)

#### When installing:

- Attach the gray cable to the connector marked “MAIN” on the card, and attach the black cable to the connector marked “AUX”.
- Ensure that the connectors are attached firmly.

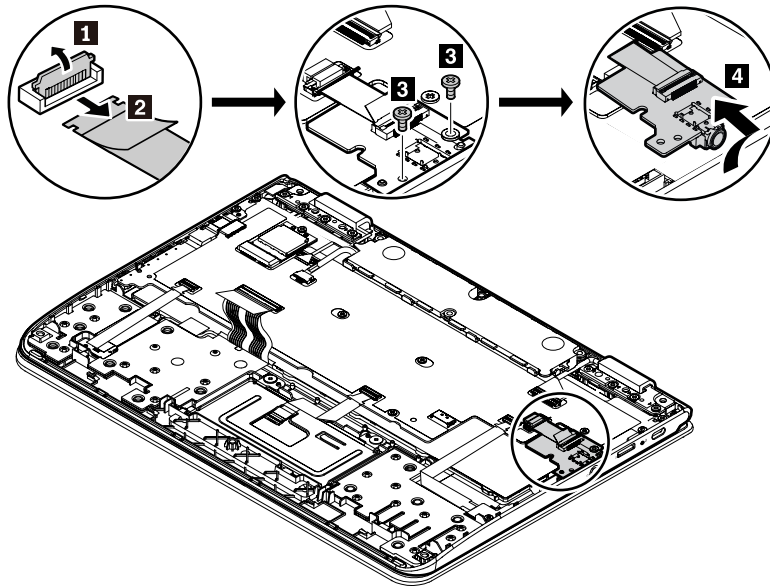
---

## 1040 Audio card, speaker, hall sensor card and USB bracket

For access, remove this FRU:

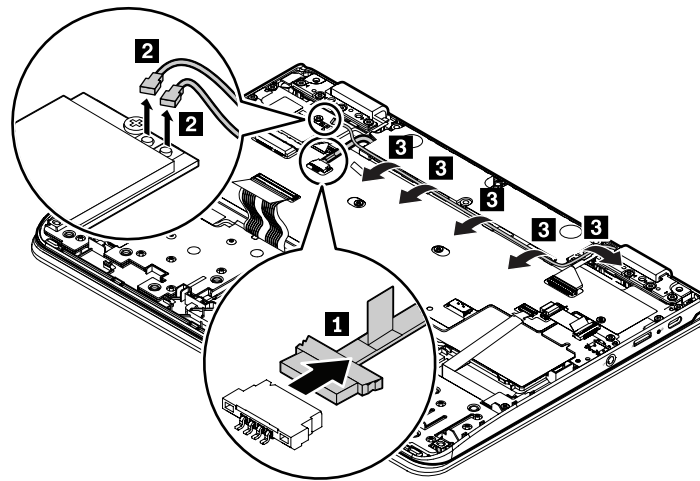
- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55

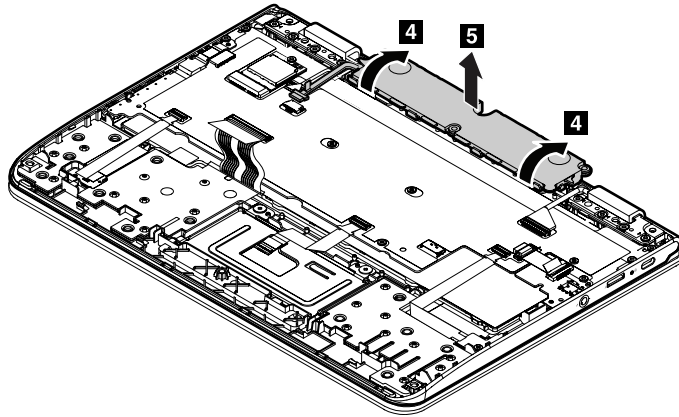
### Removal steps of the audio card



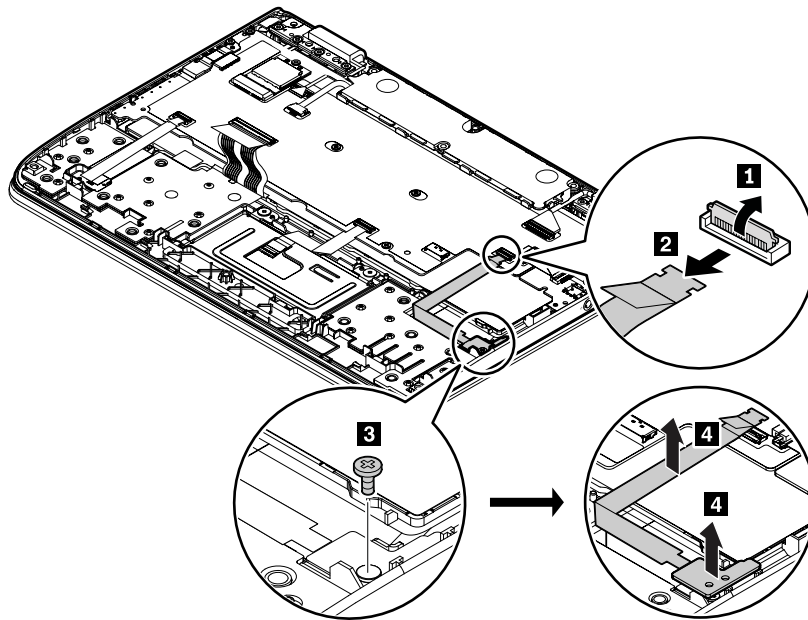
Step	Screw (quantity)	Color	Torque
<b>3</b>	M2 × L4 mm, flat-head, nylon-coated (2)	Silver	0.181 Nm (1.85 kgf-cm)

### Removal steps of the speaker



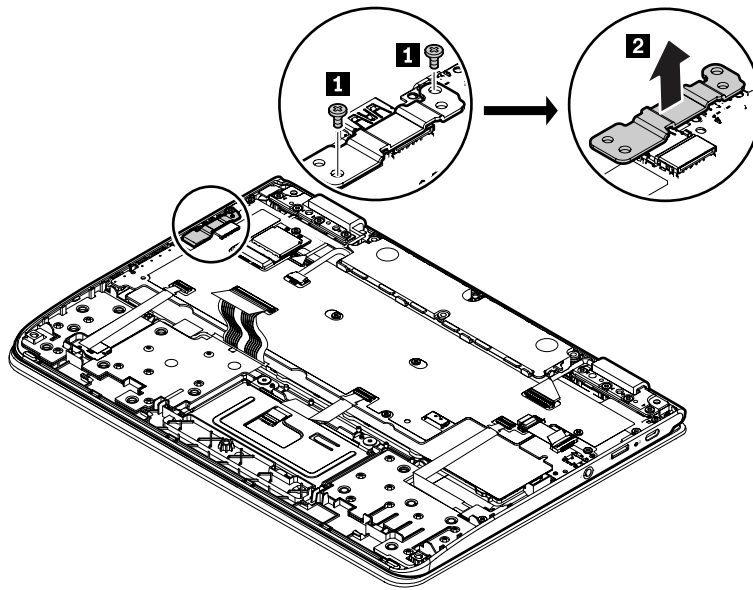


**Removal steps of the hall sensor card**



Step	Screw (quantity)	Color	Torque
<b>3</b>	M2 × L3 mm, flat-head, nylon-coated (1)	Black	0.181 Nm (1.85 kgf-cm)

## Removal steps of the USB bracket



Step	Screw (quantity)	Color	Torque
1	M2 × L4 mm, flat-head, nylon-coated (2)	Silver	0.181 Nm (1.85 kgf-cm)

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

## 1050 System board assembly


### Important notices for handling the system board

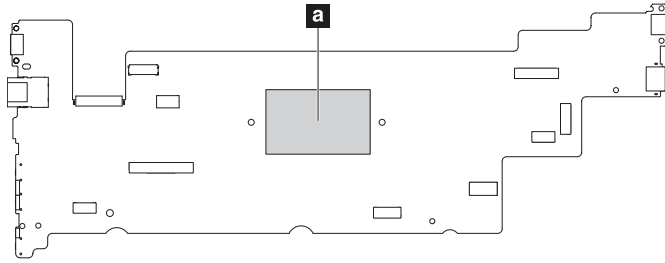
When handling the system board, read the following:

- The system board has an accelerometer, which can be broken when several thousands of G-forces are applied.  
**Note:** Dropping a system board from a height of as little as 15 cm (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.
- 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 material.

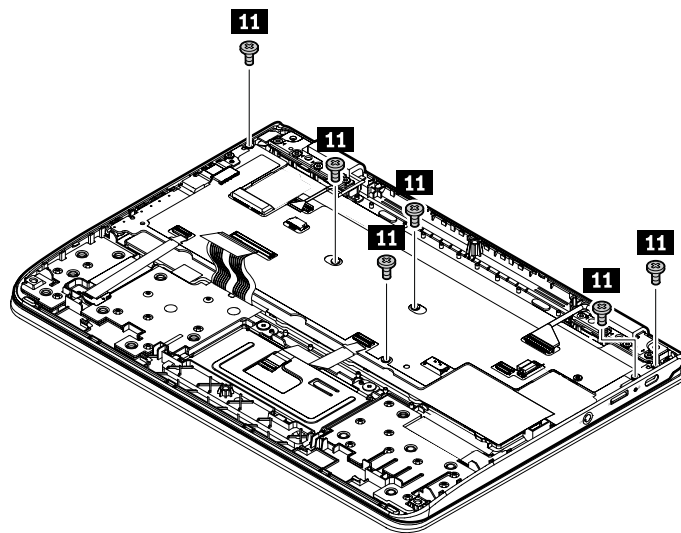
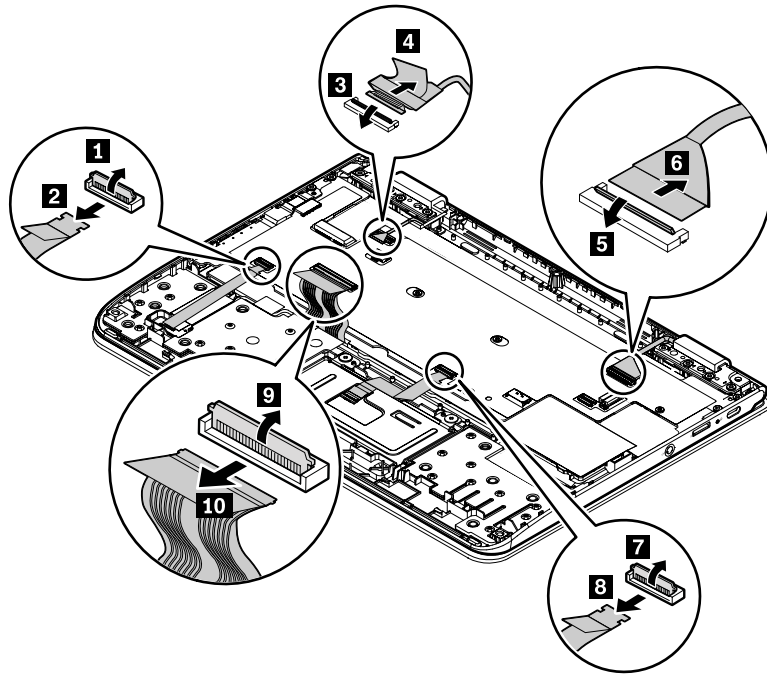
For access, remove these FRUs in order:

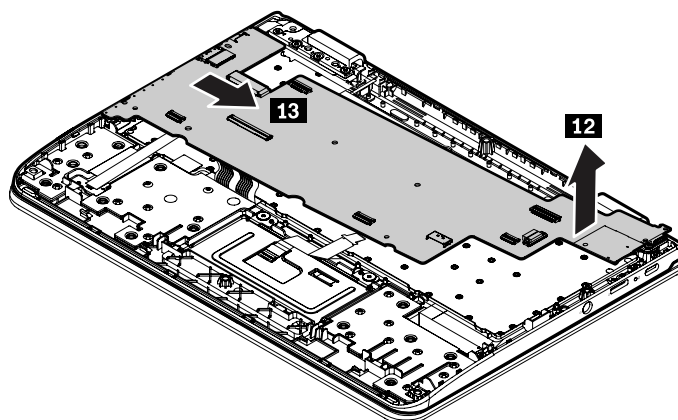
- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55
- “1030 Wireless LAN card” on page 57
- “1040 Audio card, speaker, hall sensor card and USB bracket” on page 57

**Attention:** The microprocessor  soldered on the top side of the system board is extremely sensitive. When you service the system board, avoid any kind of rough handling.



**Removal steps of the system board assembly**





Step	Screw (quantity)	Color	Torque
<b>11</b>	M2 × L4 mm, flat-head, nylon-coated (6)	Silver	0.181 Nm (1.85 kgf-cm)

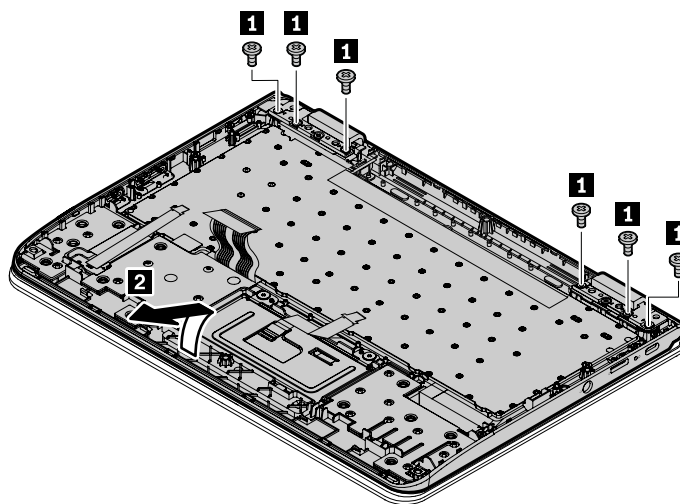
**When installing:** Ensure that the connectors are attached firmly.

## 1060 Keyboard bezel assembly and LCD unit

For access, remove these FRUs in order:

- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55
- “1030 Wireless LAN card” on page 57

### Removal steps of the keyboard bezel assembly and LCD unit



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2.5 × L6.5 mm, flat-head, nylon-coated (6)	Black	0.294 Nm (3.0 kgf-cm)

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

## Removing an LCD FRU for models without touch panel

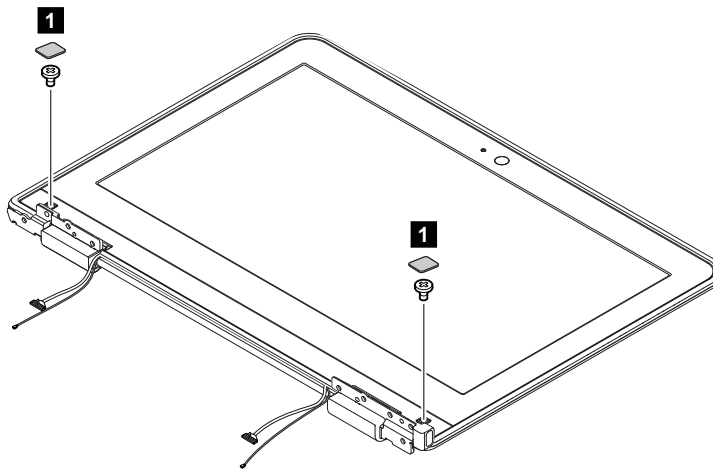
This section provides instructions on how to remove an LCD FRU for models without touch panel.


### 2010 LCD bezel assembly

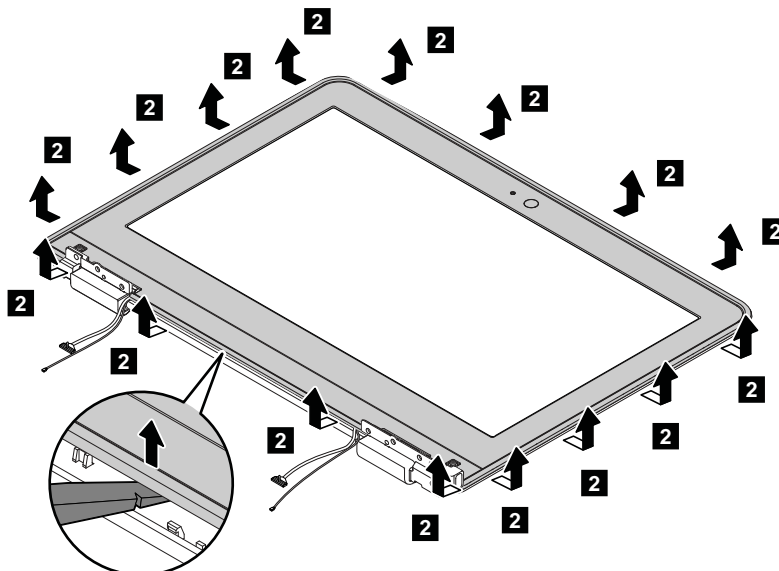
For access, remove these FRUs in order:

- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55
- “1030 Wireless LAN card” on page 57
- “1040 Audio card, speaker, hall sensor card and USB bracket” on page 57
- “1050 System board assembly” on page 60
- “1060 Keyboard bezel assembly and LCD unit” on page 62

#### Removal steps of the LCD bezel assembly



Step	Screw cap	Screw (quantity)	Color	Torque
1		M2 × L3 mm, flat-head, nylon-coated (2)	Black	0.181 Nm (1.85 kgf-cm)



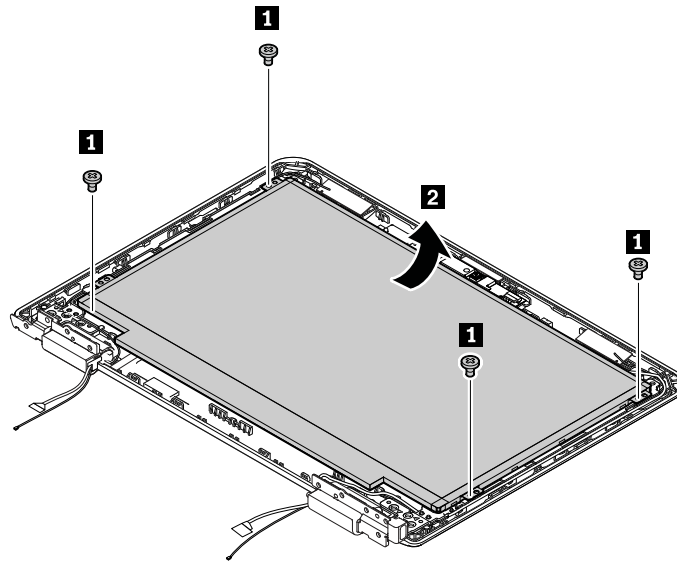
**When installing:** Ensure that all the latches are attached firmly.

## 2020 LCD panel and LCD cable

For access, remove these FRUs in order:

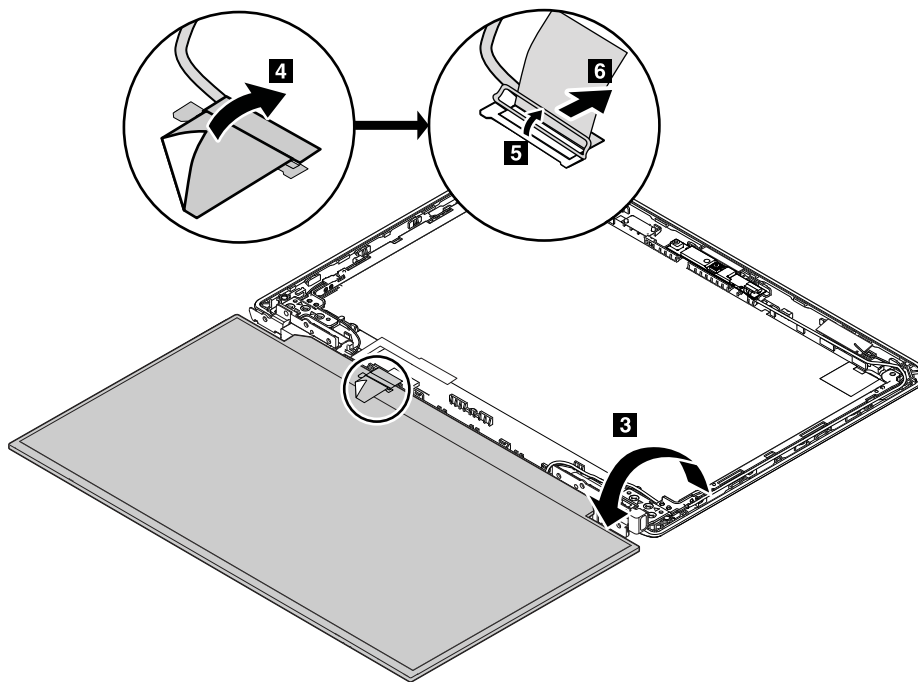
- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55
- “1030 Wireless LAN card” on page 57
- “1040 Audio card, speaker, hall sensor card and USB bracket” on page 57
- “1050 System board assembly” on page 60
- “1060 Keyboard bezel assembly and LCD unit” on page 62
- “2010 LCD bezel assembly” on page 63

### Removal steps of LCD panel and LCD cable



Step	Screw (quantity)	Color	Torque
<b>1</b>	M1.7 x L3 mm, flat-head, nylon-coated (4)	Silver	0.181 Nm (1.85 kgf-cm)





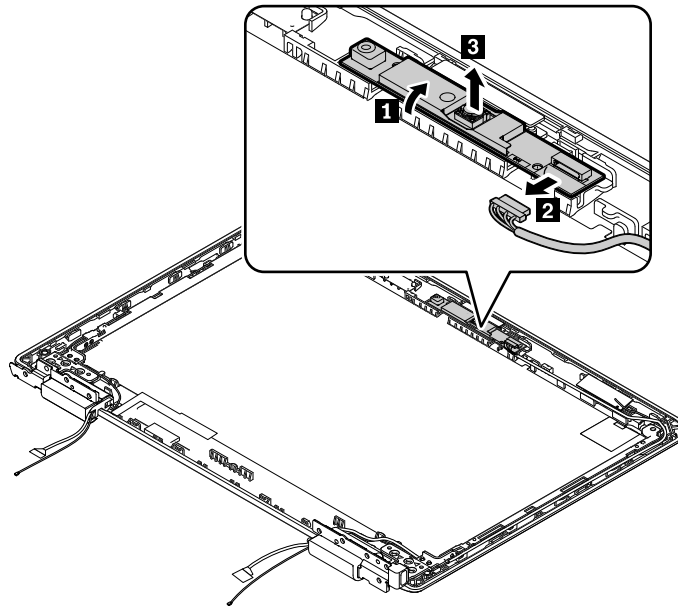
**When installing:** Ensure that the LCD connector is attached firmly.

## 2030 Camera/microphone board

For access, remove these FRUs in order:

- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55
- “1030 Wireless LAN card” on page 57
- “1040 Audio card, speaker, hall sensor card and USB bracket” on page 57
- “1050 System board assembly” on page 60
- “1060 Keyboard bezel assembly and LCD unit” on page 62
- “2010 LCD bezel assembly” on page 63
- “2020 LCD panel and LCD cable” on page 64

## Removal steps of the camera/microphone card



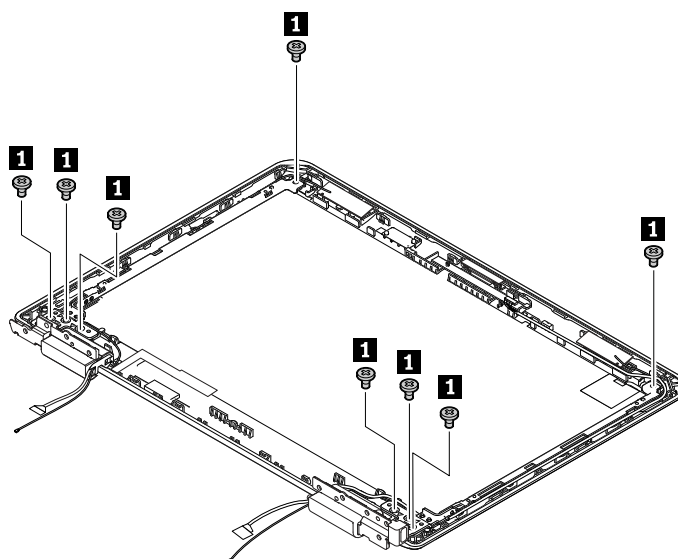
**When installing:** Ensure that the connector is attached firmly.

## 2040 Hinges

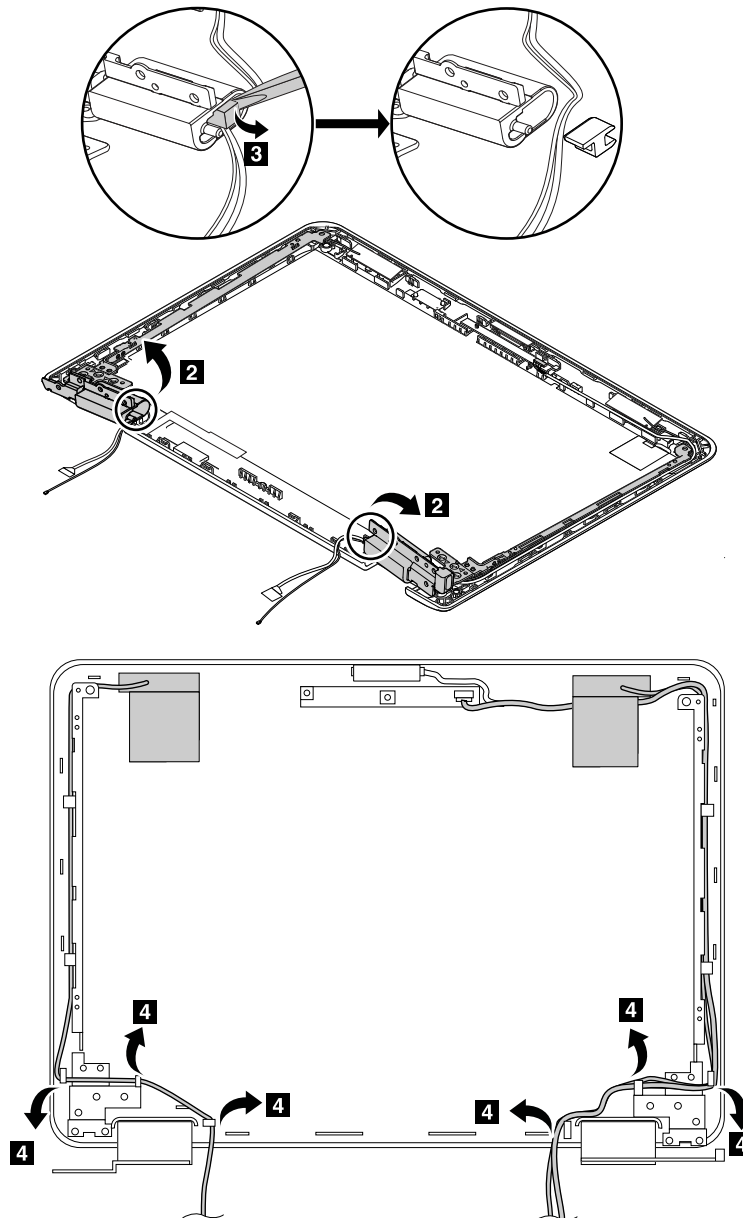
For access, remove these FRUs in order:

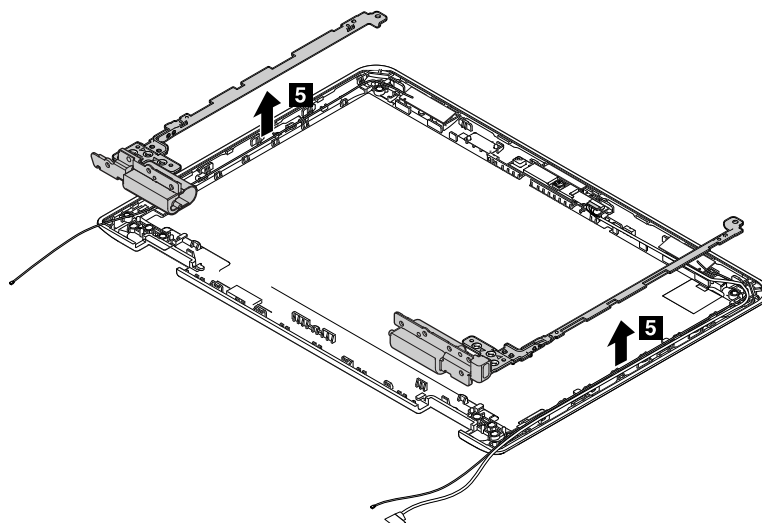
- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55
- “1030 Wireless LAN card” on page 57
- “1040 Audio card, speaker, hall sensor card and USB bracket” on page 57
- “1050 System board assembly” on page 60
- “1060 Keyboard bezel assembly and LCD unit” on page 62
- “2010 LCD bezel assembly” on page 63
- “2020 LCD panel and LCD cable” on page 64
- “2030 Camera/microphone board” on page 65

## Removal steps of the hinges



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2.5 × L3.5 mm, flat-head, nylon-coated (8)	Black	0.294 Nm (3.0 kgf-cm)





## Removing an LCD FRU for models with touch panel

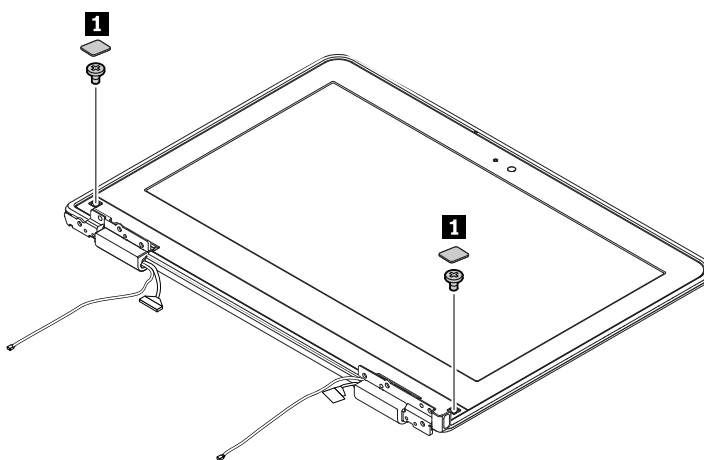
This section provides instructions on how to remove an LCD FRU for models with touch panel.


### 3010 LCD panel assembly, LCD cable, and LCD panel brackets

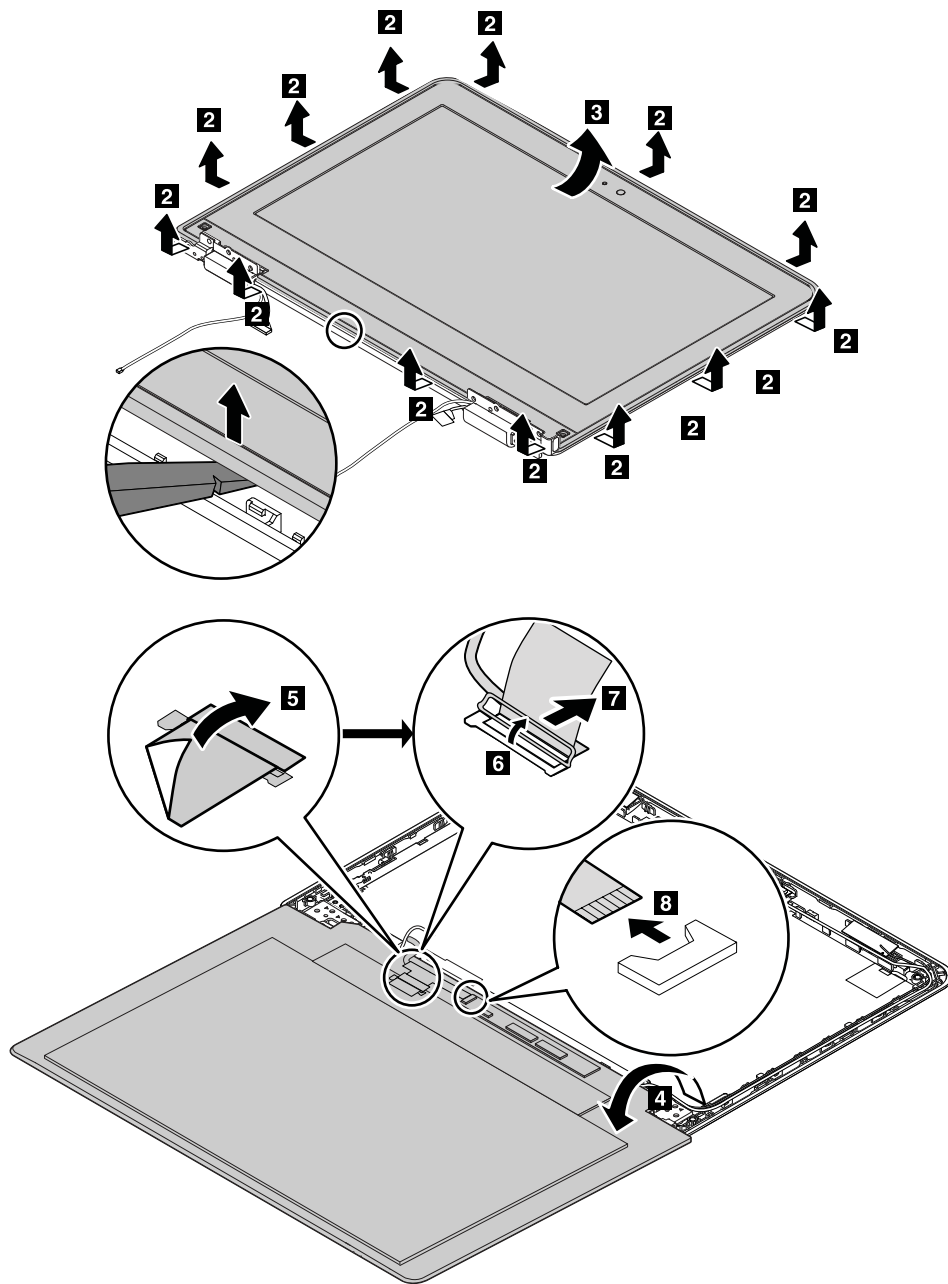
For access, remove these FRUs in order:

- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55
- “1030 Wireless LAN card” on page 57
- “1040 Audio card, speaker, hall sensor card and USB bracket” on page 57
- “1050 System board assembly” on page 60
- “1060 Keyboard bezel assembly and LCD unit” on page 62

#### Removal steps of the LCD panel assembly and LCD cable

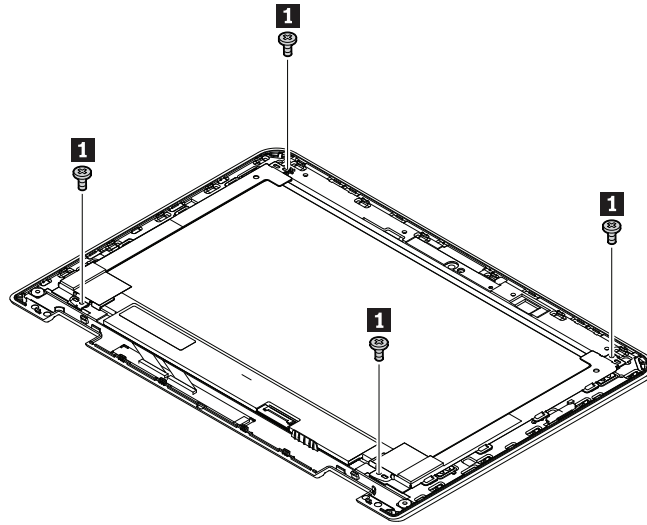


Step	Screw cap	Screw (quantity)	Color	Torque
<b>1</b>		M2 × L3 mm, flat-head, nylon-coated (2)	Black	0.181 Nm (1.85 kgf-cm)

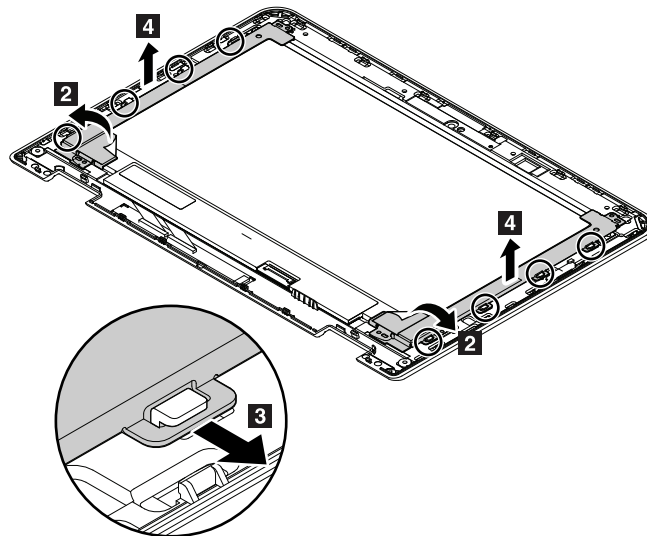


**When installing:** Ensure that the connectors are attached firmly.

## Removal steps of the LCD panel brackets



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2 × L2.5 mm, flat-head, nylon-coated (4)	Black	0.181 Nm (1.85 kgf-cm)

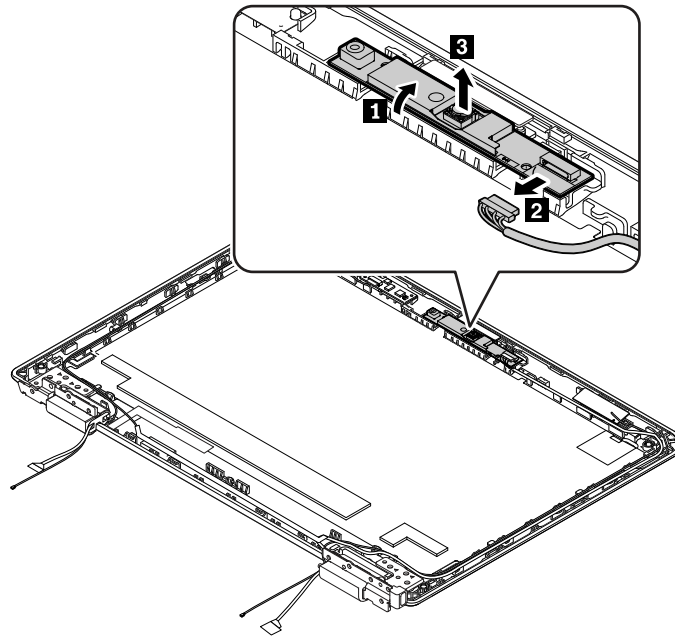


## 3020 Camera/microphone card and sensor card

For access, remove these FRUs in order:

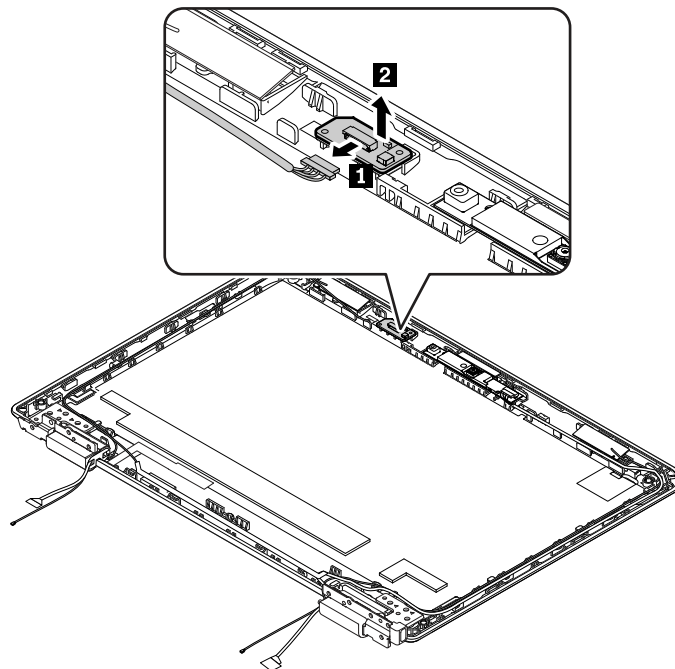
- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55
- “1030 Wireless LAN card” on page 57
- “1040 Audio card, speaker, hall sensor card and USB bracket” on page 57
- “1050 System board assembly” on page 60
- “1060 Keyboard bezel assembly and LCD unit” on page 62
- “3010 LCD panel assembly, LCD cable, and LCD panel brackets” on page 68

### Removal steps of the camera/microphone card



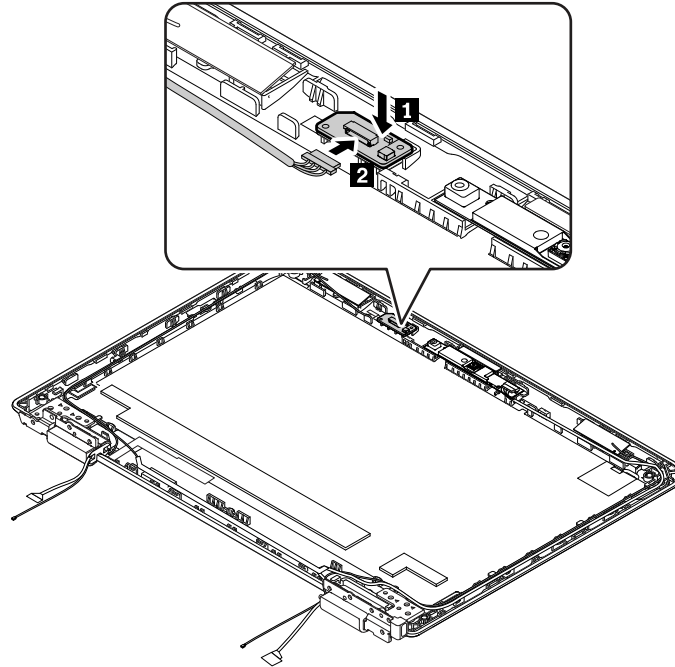
**When installing:** Ensure that the connector is attached firmly.

### Removal steps of the sensor card



**When installing:** Take the two sides of the sensor card, and then push it into the hook from the right side to the left side **1**. Then take the two sides of the sensor card and press it into the hook **2**. Ensure that the connector is attached firmly.

**Note:** Do not press the surface of the sensor card.



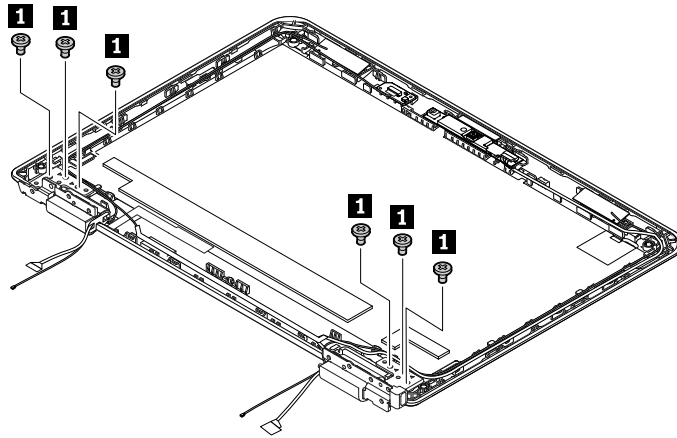
## 3030 Hinges

For access, remove these FRUs in order:

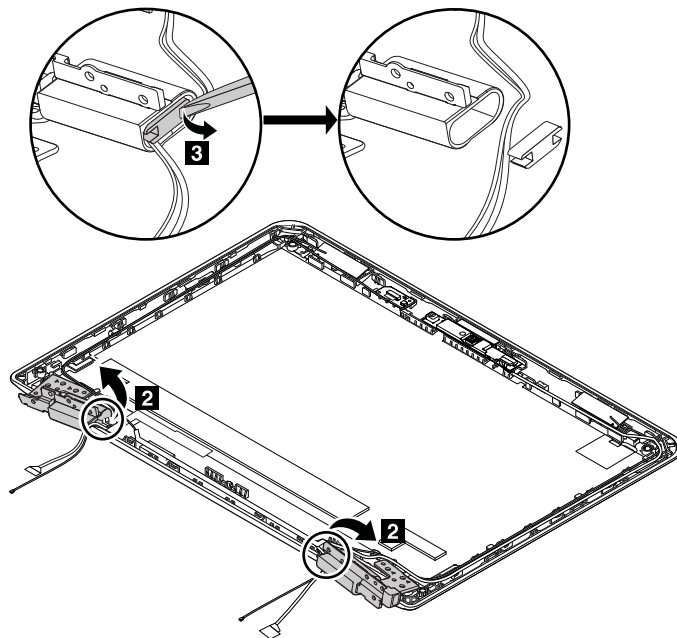
- “1010 Base cover assembly” on page 54
- “1020 Battery” on page 55
- “1030 Wireless LAN card” on page 57
- “1040 Audio card, speaker, hall sensor card and USB bracket” on page 57
- “1050 System board assembly” on page 60
- “1060 Keyboard bezel assembly and LCD unit” on page 62
- “3010 LCD panel assembly, LCD cable, and LCD panel brackets” on page 68
- “3020 Camera/microphone card and sensor card” on page 70



## Removal steps of the hinges



Step	Screw (quantity)	Color	Torque
<b>1</b>	M2.5 × L3.5 mm, flat-head, nylon-coated (6)	Black	0.294 Nm (3.0 kgf-cm)





---

## Appendix A. Notices

Lenovo may not offer the products, services, or features discussed in this document in all countries. Consult your local Lenovo representative for information on the products and services currently available in your area. Any reference to a Lenovo product, program, or service is not intended to state or imply that only that Lenovo product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any Lenovo intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any other product, program, or service.

Lenovo may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

*Lenovo (United States), Inc.  
1009 Think Place - Building One  
Morrisville, NC 27560  
U.S.A.  
Attention: Lenovo Director of Licensing*

LENOVO PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. Lenovo may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

The products described in this document are not intended for use in implantation or other life support applications where malfunction may result in injury or death to persons. The information contained in this document does not affect or change Lenovo product specifications or warranties. Nothing in this document shall operate as an express or implied license or indemnity under the intellectual property rights of Lenovo or third parties. All information contained in this document was obtained in specific environments and is presented as an illustration. The result obtained in other operating environments may vary.

Lenovo may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Any references in this publication to non-Lenovo Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this Lenovo product, and use of those Web sites is at your own risk.

Any performance data contained herein was determined in a controlled environment. Therefore, the result obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

---

## Electronic emissions notices

For electronic emission information on Class B digital devices, refer to the corresponding information in the *User Guide*.

EU Contact: Lenovo, Einsteinova 21, 851 01 Bratislava, Slovakia



---

## Trademarks

The following terms are trademarks of Lenovo in the United States, other countries or both:

- Lenovo
- Lenovo logo
- ThinkPad
- ThinkPad logo
- Yoga

USB-C is a trademark of USB Implementers Forum.

Other company, product, or service names may be the trademarks or service marks of others.

---

## Appendix B. Abbreviation table

The following table lists all abbreviations used in this manual.

Abbreviation	Term
BGA	Ball Grid Array
CD	Compact Disc
CRU	Customer Replaceable Unit
CTO	Configure To Order
DC	Direct current
DVD	Digital Video Disc
EPO	Emergency power-off
ESD	Electrostatic discharge
EU	European Union
FCC	Federal Communications Commission
FRU	Field Replaceable Unit
HDMI	High-definition multimedia interface
ICs	Integrated circuits
ISO	International Standardization Organization
LAN	Local area network
LCD	Liquid Crystal Display
MT	Machine type
MTM	Machine type and model
PC	Personal Computer
POST	Power-on self-test
RF	Radio frequency
TFTs	Thin-film transistors
USB	Universal Serial Bus







Part Number: SP40G76329

Printed in

(1P) P/N: SP40G76329

