

Troubleshooting Guide

- mechanical -



Xperia XZ3

H8416, H9436 (Dual SIM), H9493 (Dual SIM)

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General Notes

Always firstly disconnect the Battery FPC BtB connector to cut off power supply when the Frame Rear is disassembled.

Always finally connect the Battery FPC BtB connector before the Frame Rear is reassembled.

After repairing/reassembling the unit, calibration by CS-Everest and flashing software Customize by Emma is required.

Calibration tool "CS-Everest 1309-7255" is available at Repair Information.

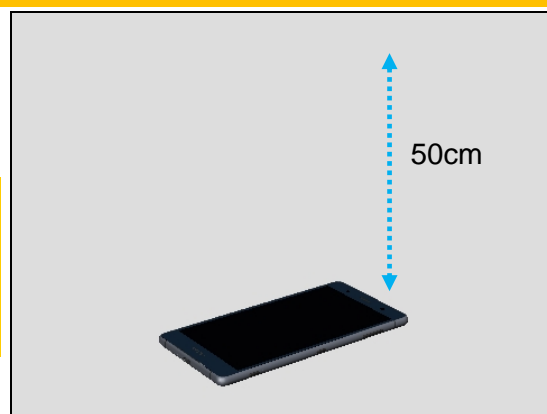
It is posted under the RE4251: Repair Mechanical – Tools and Equipment (including Repair Software).

When perform calibration, put the unit on a stable place, facing up, and no any objects within 50cm.

Note!

Remove the protection film if sensor window is covered by it.

The sensor window shouldn't be covered by any materials for proximity sensor calibration.



Flashing Customize or Refurbish in Emma must be performed when replace Top Speaker and/or Bottom Speaker.

Aged Battery Reset in EMMA must be performed when Battery is replaced (installed brand new Battery) in order to delete battery log data.

1 Problem Areas

1.1 Power

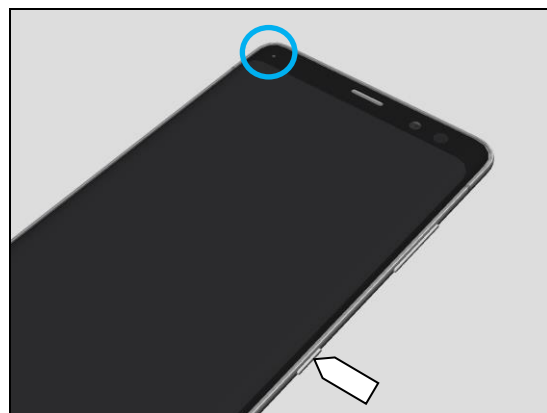
1.1.1 Will not power on or will switch off randomly

Check:

Check whether the Notification LED blinks by pressing the on/off key.

Action:

If NO Notification LED blink is detected, perform a force shut down, press power key and volume up key for 10 seconds and then power on the unit again.

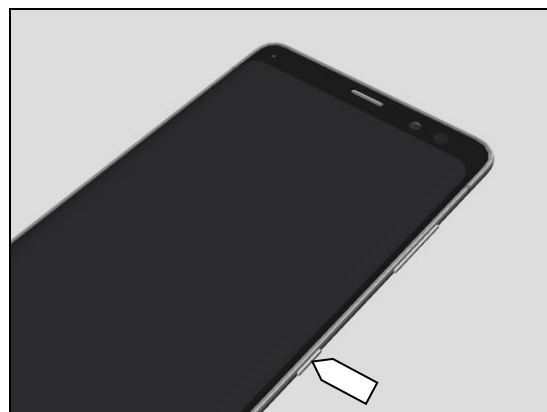


Check:

Check whether the phone vibrates by pressing the on/off key.

Action:

If activation of the vibrator is detected, refer to section 1.4 'Display'.



If NO activation of the vibrator is detected and the Notification LED blinks by pressing the on/off key, check that the battery is charging when connected to a charger.

Follow Test Instruction - mechanical chapter 2.5.5 (Charging via USB), Diagnostic Battery / Charging status.

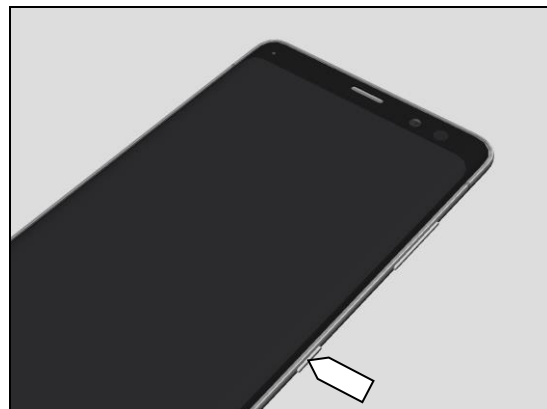


Check:

Inspect the on/off key.

Action:

Refer to section 1.2.3 'On/Off Key'.



Problem Areas

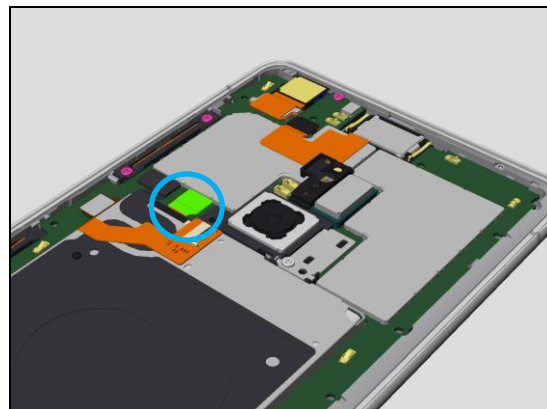
Check:

Inspect the connector of the Battery to PBA.

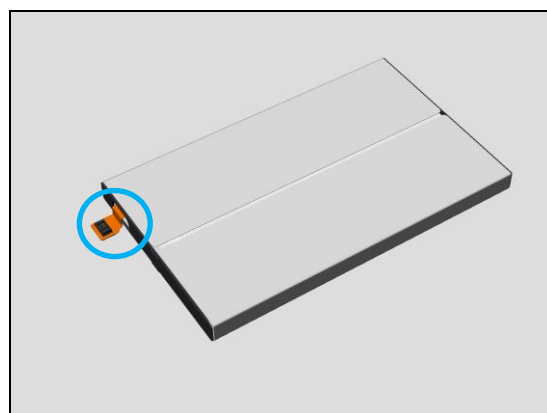
Action:

If not properly connected – reconnect it.

If dirty or oxidized – clean the both sides of the connector.

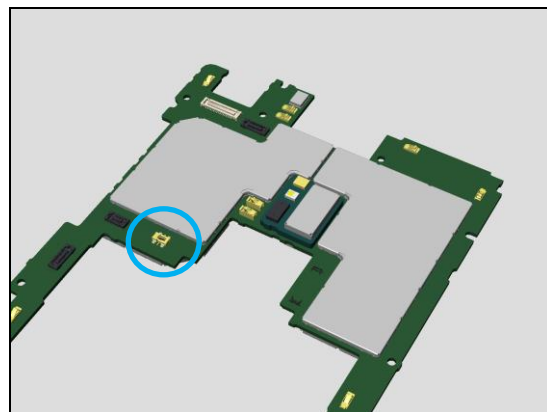


If the connector on the Battery is damaged – replace the Battery.



If the connector on the PBA is damaged – replace the connector (CN1300), or replace the PBA Main.

Note! SL3 and above can replace the CN1300.



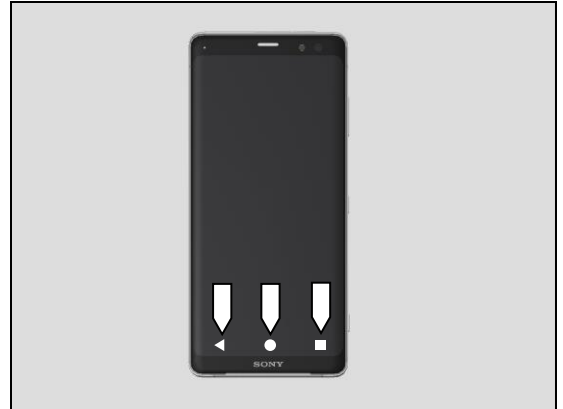
Problem Areas

1.2 Keys

1.2.1 Back, Home, and Task Keys

Action:

Refer to section 1.3 'Touch Screen'.



Problem Areas

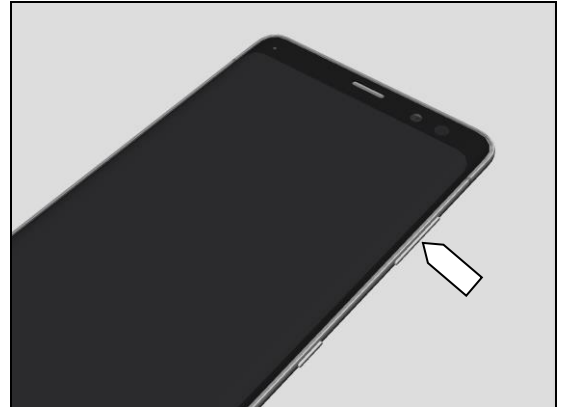
1.2.2 Volume Key

Check:

Inspect the external area of the Volume Key.

Action:

If dirty – clean it.



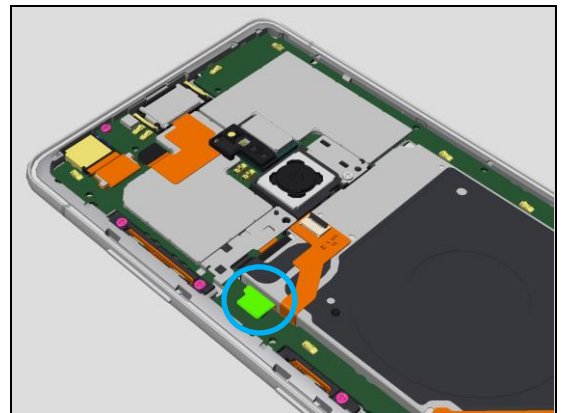
Check:

Inspect the connector of FPC Key to the PBA.

Action:

If not properly connected – disconnect and reconnect it.

If dirty or oxidized – clean it.



If the FPC Key is damaged – replace it.

If the connector on the PBA is damaged, replace the connector (CN9503), or replace the PBA.

Note! SL3 and above can replace the CN9503.



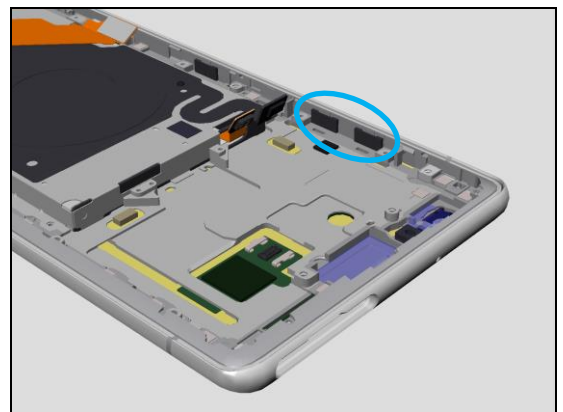
Check:

Inspect the condition of volume key gasket area.

Action:

If dirty – clean them.

If damaged – replace the Front Assy.



Problem Areas

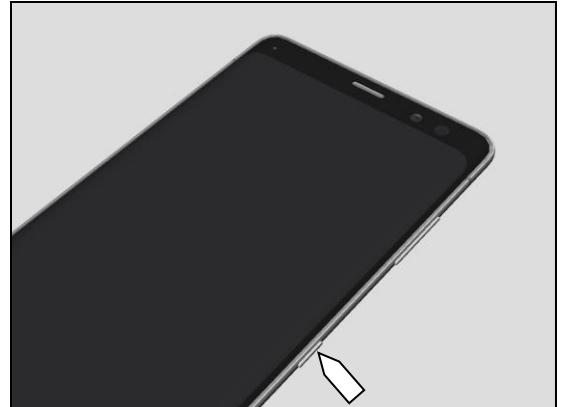
1.2.3 On/Off Key

Check:

Inspect the external area of the On/Off Key.

Action:

If dirty – clean it.



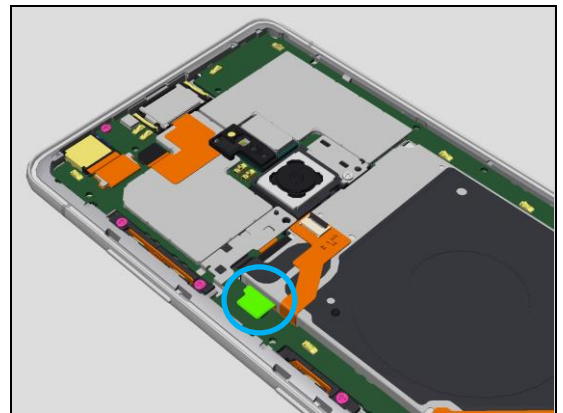
Check:

Inspect the connector of the FPC Key to the PBA.

Action:

If not properly connected – reconnect it.

If dirty or oxidized – clean it.



If the FPC Key is damaged – replace it.

If the connector on the PBA is damaged, replace the connector (CN9503), or replace the PBA.

Note! SL3 and above can replace the CN9503.



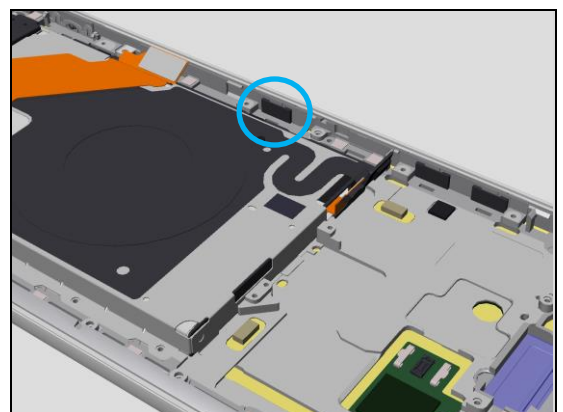
Check:

Inspect the condition of On/Off Key Gasket area.

Action:

If dirty – clean them.

If damaged – replace the Front Assy.



Problem Areas

1.2.4 Camera Key

Check:

Inspect the external area of the Camera Key.

Action:

If dirty – clean it.



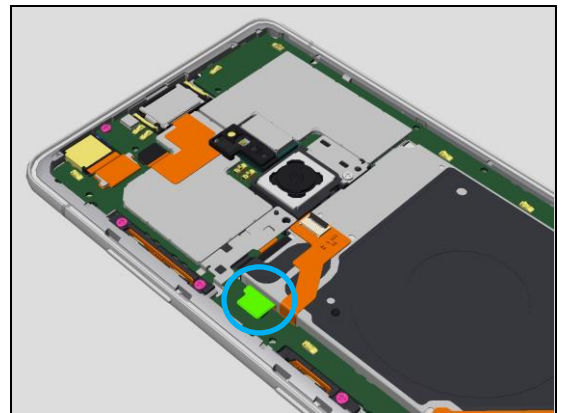
Check:

Inspect the connector of FPC Key to PBA.

Action:

If not properly connected – reconnect it.

If dirty or oxidized – clean it.



If the FPC Key is damaged – replace it.
 If the connector on the PBA is damaged, replace the connector (CN9503), or replace the PBA.

Note! SL3 and above can replace the CN9503.



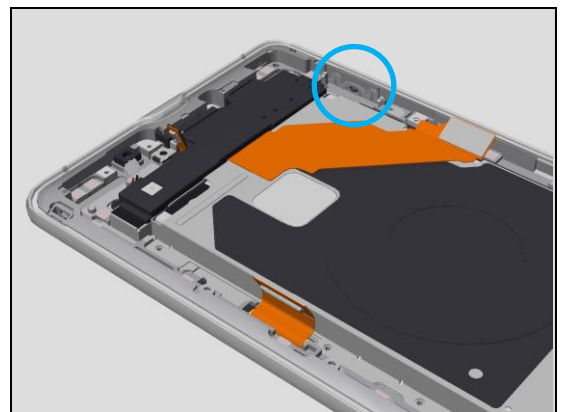
Check:

Inspect the condition of the camera key area.

Action:

If dirty – clean them.

If damaged – replace the Front Assy.



Problem Areas

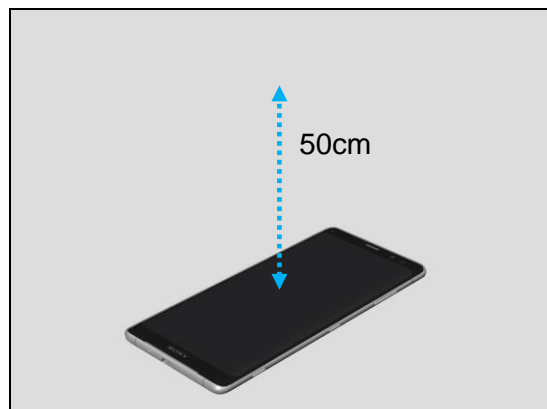
1.3 Touch Screen

1.3.1 Touch Screen malfunction

Action:

Calibrate Touch Function by “CS-Everest 1309-7255” that is posted on the Repair Information under the RE4251: Repair Mechanical – Tools and Equipment (including Repair Software).

When perform calibration, put the unit on a stable place, facing up display, and no any objects within 50cm.



Check:

Inspect the touch screen of the display.

Action:

If dirty – clean it.

If damaged – replace the Front Assy.



Check:

Inspect the connector of FPC TP Relay to PBA.

Action:

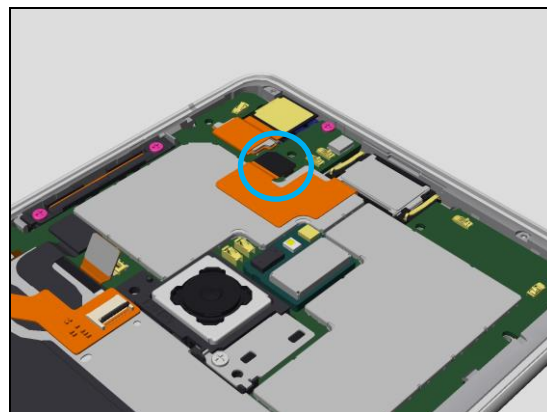
If not properly connected – reconnect it.

If dirty or oxidized – clean it.

If damaged – replace it.

If the connector on the PBA is damaged – Replace connector (CN5300) or replace PBA.

Note! SL3 and above can replace the CN5300.



Check:

Inspect the connector of FPC TP Relay to display.

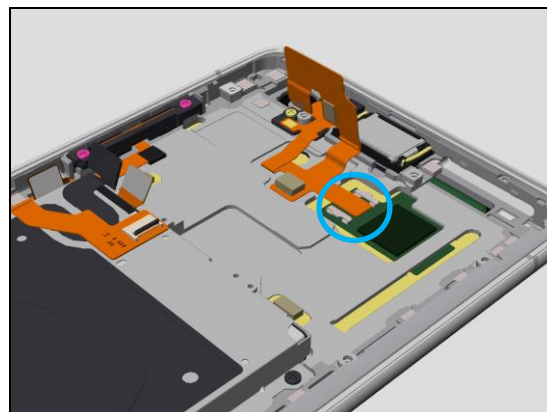
Action:

If not properly connected – disconnect and reconnect it.

If dirty or oxidized – clean it.

If damaged – replace it.

If the connector on the display is damaged – Replace the Front Assy.



Problem Areas

1.4 Display

1.4.1 Graphics & Illumination

Check:

Inspect the condition of the display.

Action:

If damaged or broken – replace the Front Assy.

Check:

Inspect the connector of display to PBA.

Action:

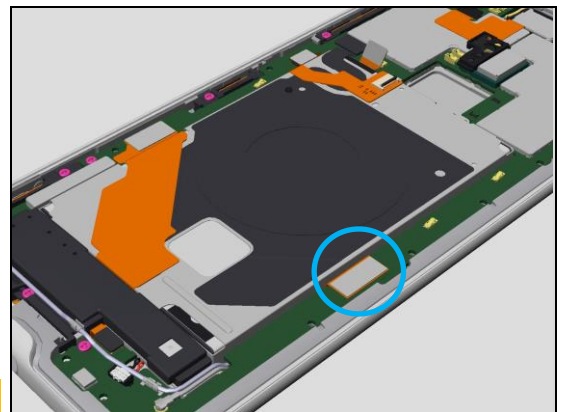
If not properly connected – disconnect and reconnect it.

If dirty or oxidized – clean it.

If the connector of display damaged – replace the Front Assy.

If the connector on the PBA is damaged – replace the connector (CN7000) or replace PBA.

Note! SL3 and above can replace the CN7000.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect external window area of notification LED on the display.

Action:

If dirty – clean it.



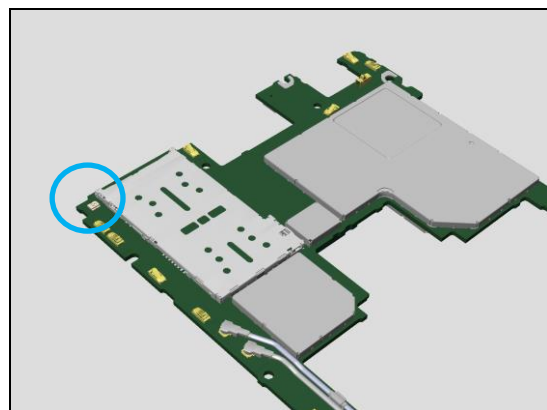
Check:

Inspect the notification LED on the PBA.

Action:

If damaged – replace the LED (D7601) or replace the PBA.

Note! SL3 and above can replace the D7601.



Problem Areas

1.6 Stereo speaker Left / Earphone

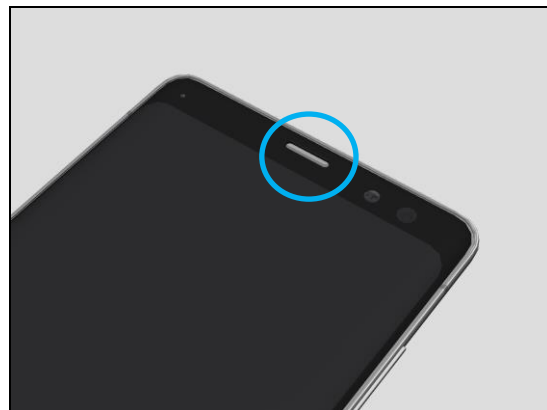
1.6.1 No sound or distortion sound

Check:

Inspect the external port of Top Speaker on the display.

Action:

If clogged – clean it.



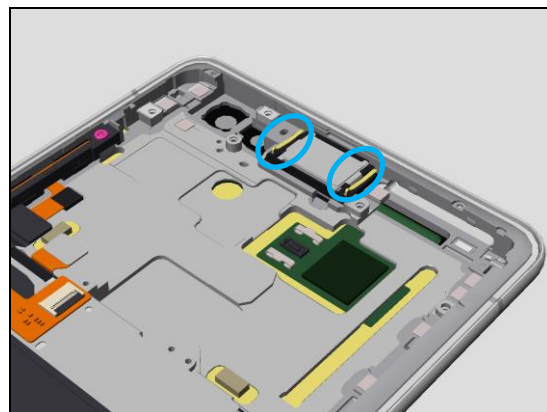
Check:

Inspect the terminal pins of the Loudspeaker.

Action:

If dirty or oxidized – clean them.

If damaged – replace the Loudspeaker



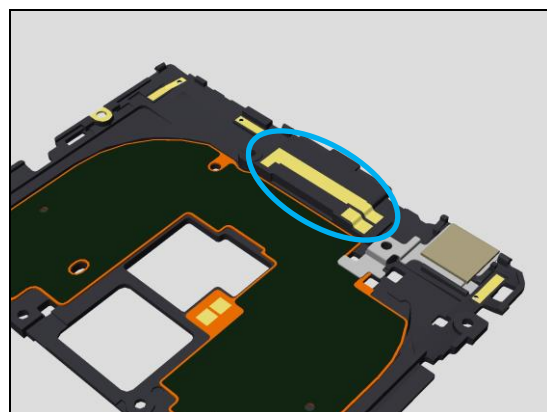
Check:

Inspect the contact pads on the Frame Rear.

Action:

If dirty or oxidized – clean them.

If damaged – replace the Frame Rear.



Check:

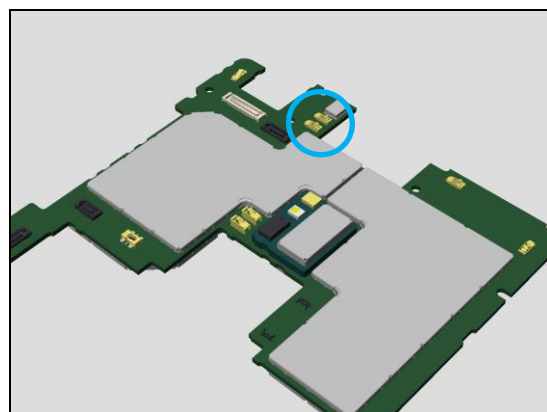
Inspect the contact pins on the PBA.

Action:

If dirty or oxidized – clean them.

If damaged – replace the contact pins (CN3505, CN3506) or replace the PBA.

Note! SL3 and above can replace the CN3505 and CN3506.



Problem Areas

1.6.2 Too small sound

Check:

Inspect the Speaker Calibration Status in Service Test.

Action:

If status is 3 – connect a charger to the unit and leave it on standby mode for 40 min.

If status is CALIBRATED – follow 1.6.1.

Speaker Calibration Status:

Status: 3

Problem Areas

1.7 Stereo speaker Right

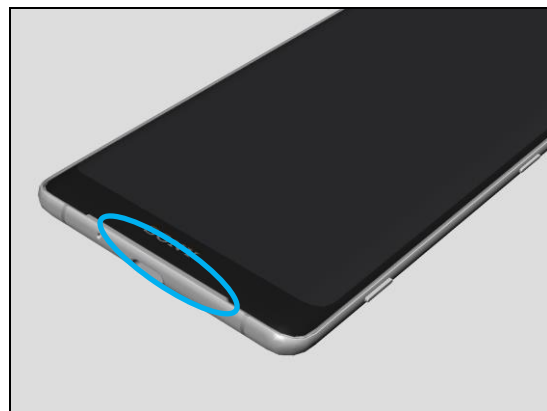
1.7.1 No sound or distorted sound

Check:

Inspect the external port of Bottom Speaker on the display.

Action:

If clogged – clean it.



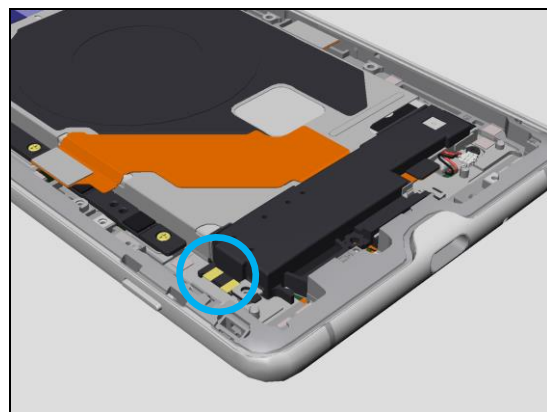
Check:

Inspect the contact pads on the Speaker Box.

Action:

If dirty or oxidized – clean them.

If damaged – replace the Speaker Box.



Check:

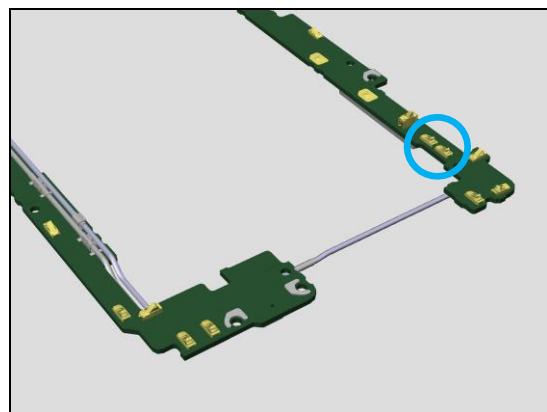
Inspect the contact pins on the PBA.

Action:

If dirty or oxidized – clean them.

If damaged – replace contact pins (CN3503, CN3504) or replace PBA.

Note! SL3 and above can replace the CN3503 and CN3504.



1.7.2 Too small sound

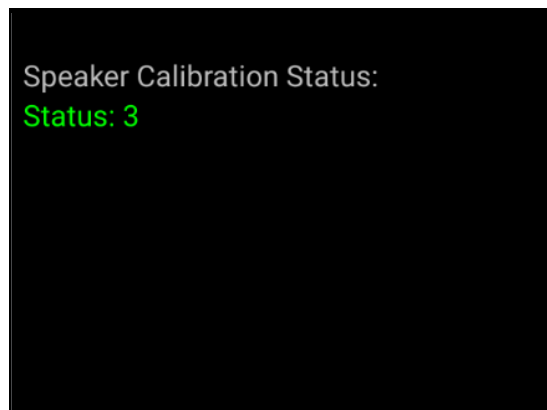
Check:

Inspect the Speaker Calibration Status in Service Test.

Action:

If status is 3 – connect a charger to the unit and leave it on standby mode for 40 min.

If status is CALIBRATED – follow 1.7.1.



Problem Areas

1.8 Earphone

1.8.1 No sound or distortion sound

Action:

Refer to 1.6.1 No sound or distortion sound – all Actions.

1.8.2 Too small sound

Action:

Refer to 1.6.2 Too small sound – Action 1.

Problem Areas

1.9 Microphone

1.9.1 Primary Microphone

Check:

Inspect the hole of primary microphone on the Front Assy.

Action:

If clogged – clean it.

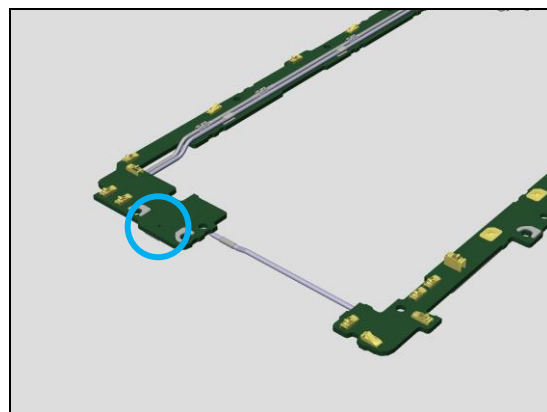


Check:

Inspect the hole of primary microphone on the PBA.

Action:

If clogged – clean it.



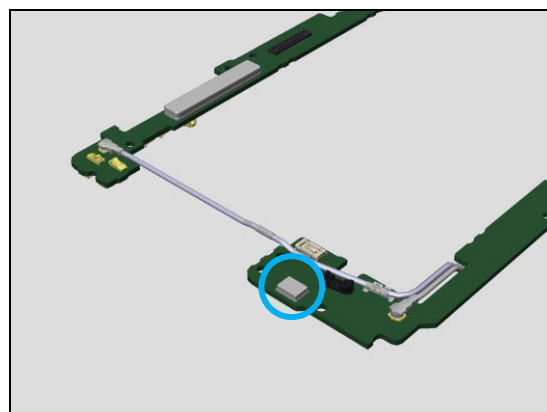
Check:

Inspect the primary mic on the PBA.

Action:

If damaged – replace the mic (MC3001) or replace the PBA.

Note! SL3 and above can replace the MC3001.



Problem Areas

1.9.2 Secondary Microphone

Check:

Inspect the hole of secondary microphone on the Front Assy.

Action:

If clogged – clean it.

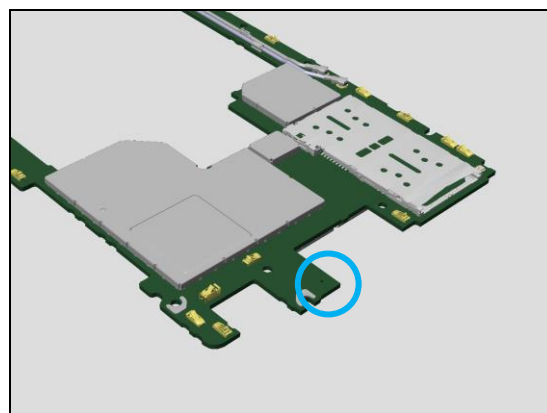


Check:

Inspect the hole of secondary microphone on the PBA.

Action:

If clogged – clean it.



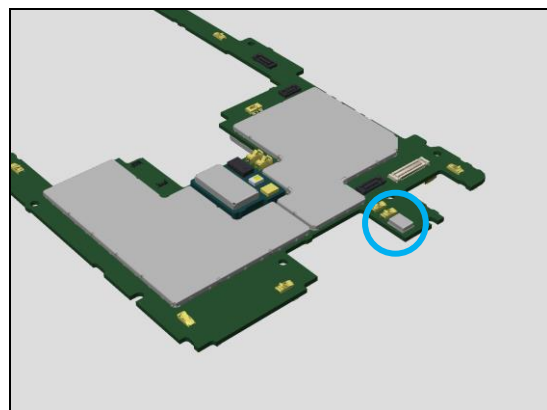
Check:

Inspect the secondary mic on the PBA.

Action:

If damaged – replace the mic (MC3002) or replace the PBA.

Note! SL3 and above can replace the MC3002.



Problem Areas

1.10 Vibrator

1.10.1 Vibrator not generating alerts

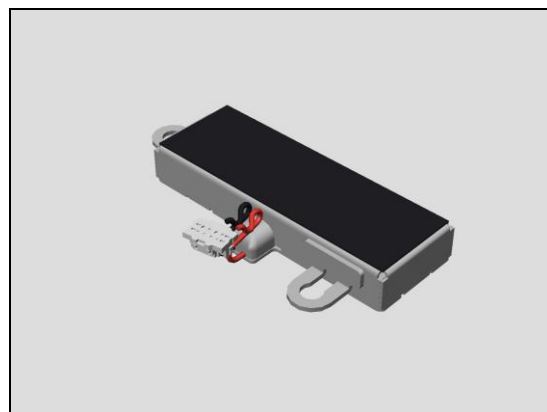
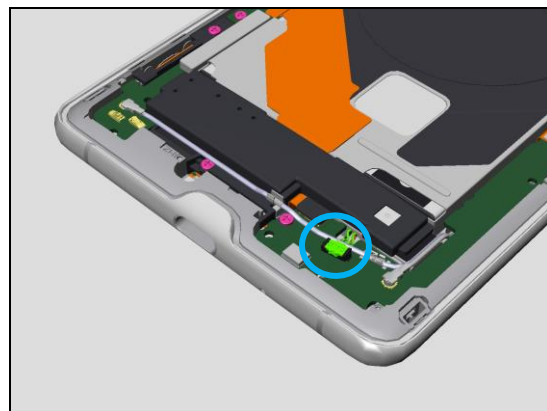
Check:

Inspect the connector of Vibrator LRA to the PBA.

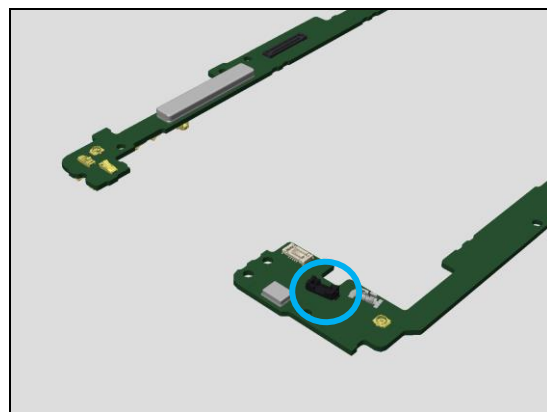
Action:

If not properly connected – disconnect and reconnect it.

If dirty or oxidized – clean it.



If the connector of Vibrator LRA is damaged – replace the Vibrator LRA.



If the connector on the PBA is damaged – replace the connector (CN5103) or replace the PBA.

Note! SL3 and above can replace the CN5103.

Problem Areas

1.11 Camera

1.11.1 Main Camera trouble

Check:

Inspect the external area of camera window.

Action:

If dirty – clean it.



If damaged – replace the Panel Rear Assy.



Check:

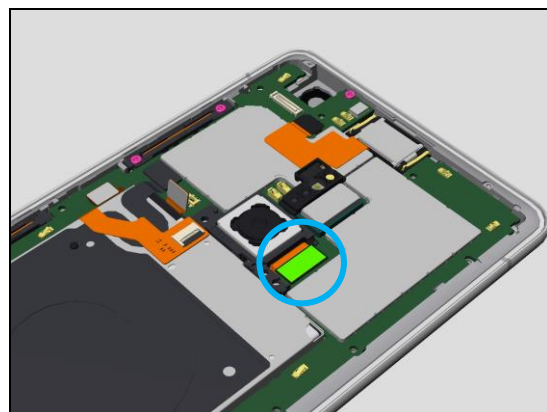
Inspect the connector of Main Camera to PBA Main.

Action:

If not properly connected – disconnect and reconnect it.

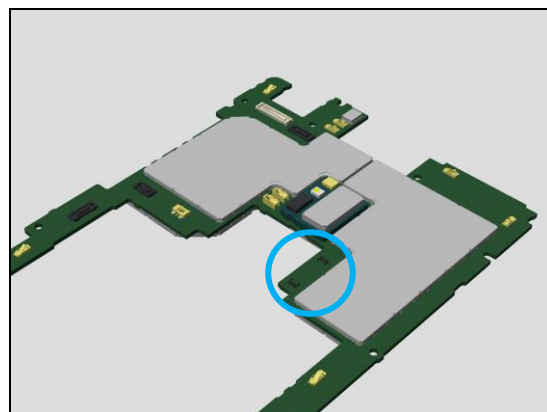
If dirty or oxidized – clean it.

If the connector of the Main Camera or the Main Camera is damaged – replace the Main Camera.



If the connector on the PBA is damaged – replace the connector (CN7300) or replace the PBA.

Note! SL3 and above can replace the CN7300.



Problem Areas

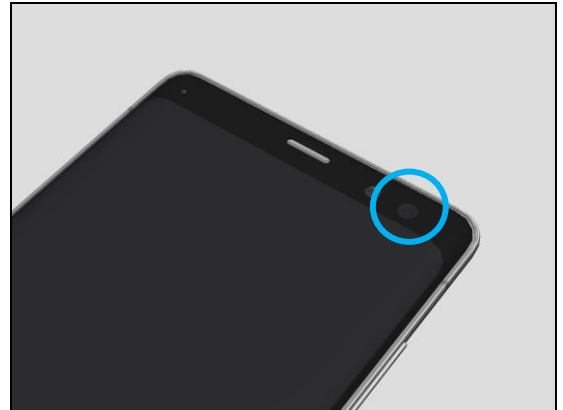
1.11.2 Sub Camera trouble

Check:

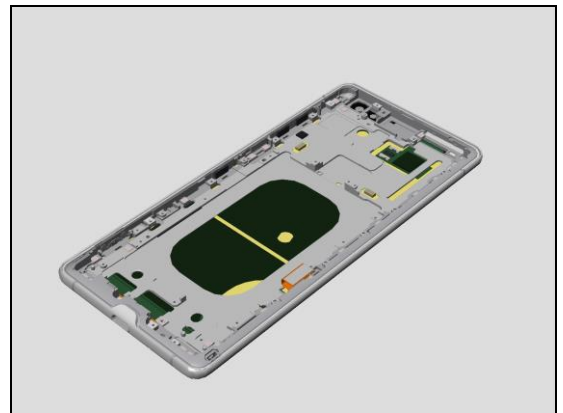
Inspect the external area of the Sub camera window.

Action:

If dirty – clean it.



If damaged – replace the Front Assy.



Check:

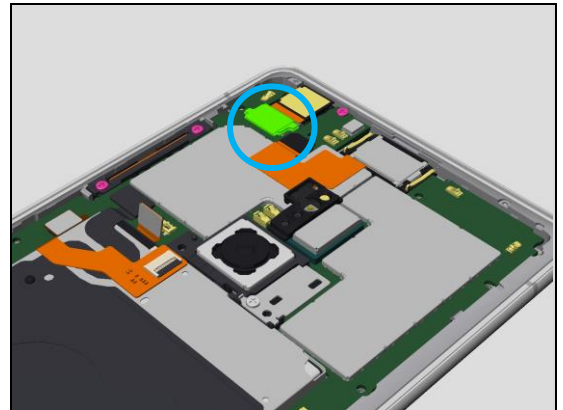
Inspect the connector of Main Camera to PBA Main.

Action:

If not properly connected – disconnect and reconnect it.

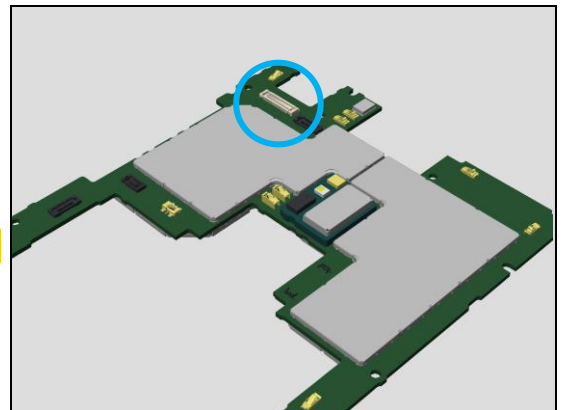
If dirty or oxidized – clean it.

If the connector of Sub Camera or the Sub Camera is damaged – replace the Sub Camera.



If the connector on the PBA is damaged – replace the connector (CN7301) or replace the PBA.

Note! SL3 and above can replace the CN7301.



Problem Areas

1.12 Flash LED

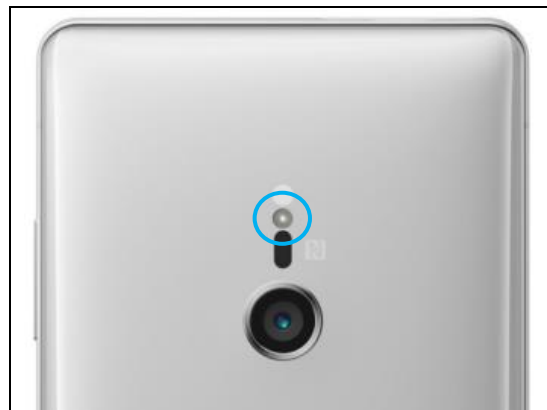
1.12.1 Flash LED not flashing

Check:

Inspect the external area of the flash LED.

Action:

If dirty – clean it.



If damaged – replace the Panel Rear Assy.



Check:

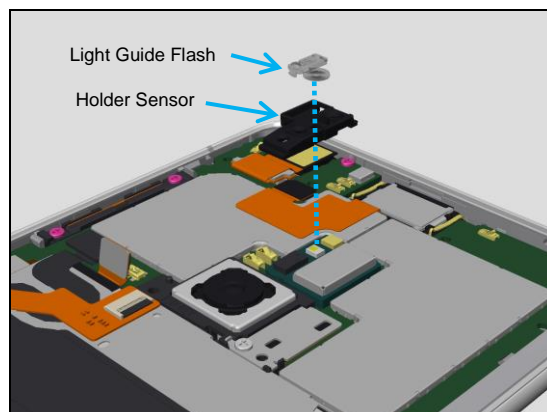
Inspect the Light Guide Flash and Holder Sensor on the PBA.

Action:

If not properly installed – re-install them.

If contaminated – clean them

If damaged – replace them



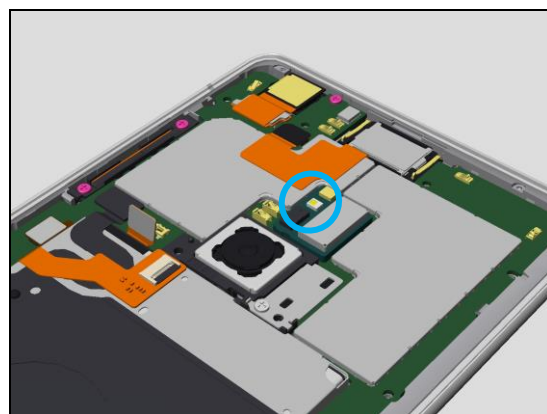
Check:

Inspect the Flash LED on the PBA.

Action:

If dirty – clean it.

If Flash LED is damaged – replace the PBA.



Problem Areas

1.13 WLAN, Bluetooth

1.13.1 WLAN, Bluetooth connection failure

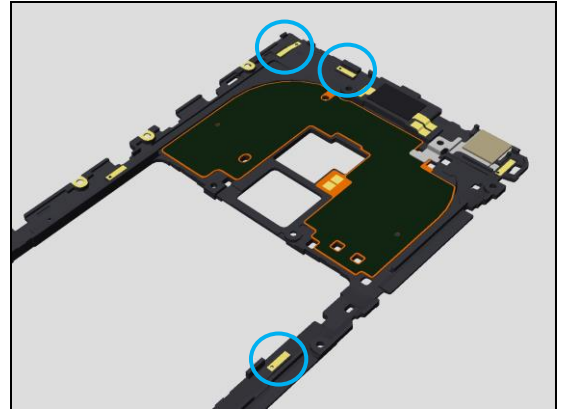
Check:

Inspect the contact pads on the Frame Rear.

Action:

If dirty or oxidized – clean the pads.

If the pads are damaged – replace the Frame Rear.



Check:

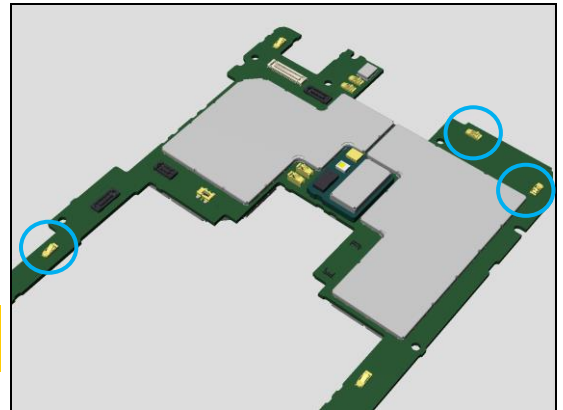
Inspect the contact pins on the PBA.

Action:

If dirty or oxidized – clean them.

If damaged – replace contact springs (CN4624, CN4756 CN4633) or replace the PBA.

Note! SL3 and above can replace the CN4624, CN4756, CN4633.



Problem Areas

1.14 NFC

1.14.1 NFC malfunctions

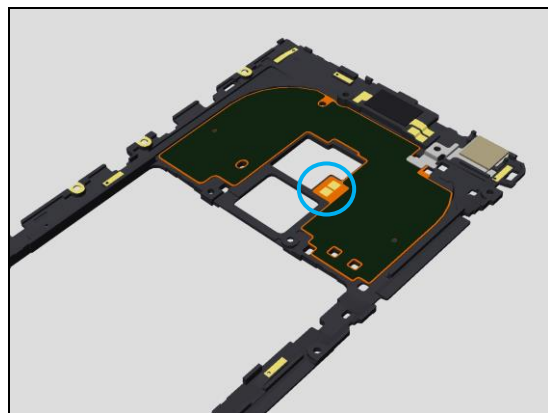
Check:

Inspect the contact pads of the Antenna NFC and condition of the Antenna NFC.

Action:

If dirty or oxidized – clean them.

If damaged – replace the Antenna NFC.



Check:

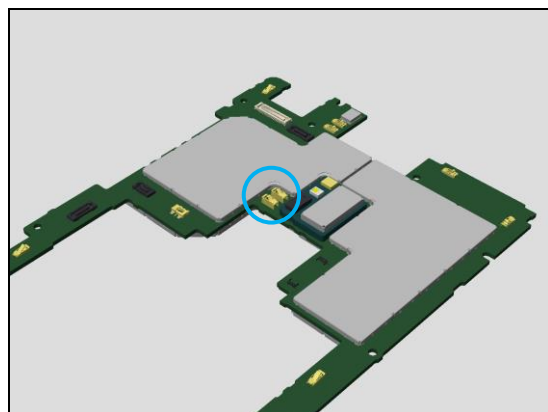
Inspect the contact pins on the PBA.

Action:

If dirty or oxidized – clean them.

If damaged – replace the contact pins (CN8850, CN8851) or replace the PBA.

Note! SL3 and above can replace the CN8850, CN8851.



Problem Areas

1.15 GPS

1.15.1 GPS malfunctions

Check:

Inspect the contact pads on the Frame Rear.

Action:

If dirty or oxidized – clean the pads and springs.

If the pads are damaged – replace the Frame Rear.



Check:

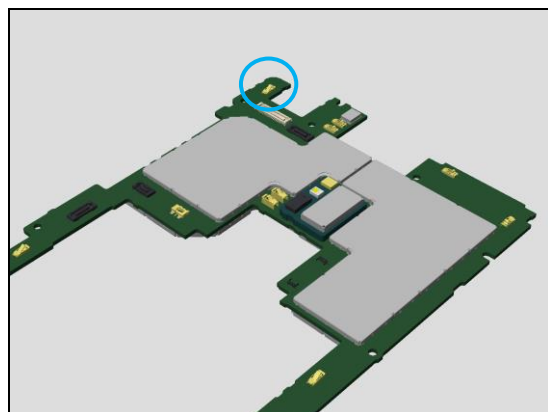
Inspect the contact pins on the PBA.

Action:

If dirty or oxidized – clean them.

If damaged – replace the contact pins (CN4741) or replace the PBA.

Note! SL3 and above can replace the CN4741.



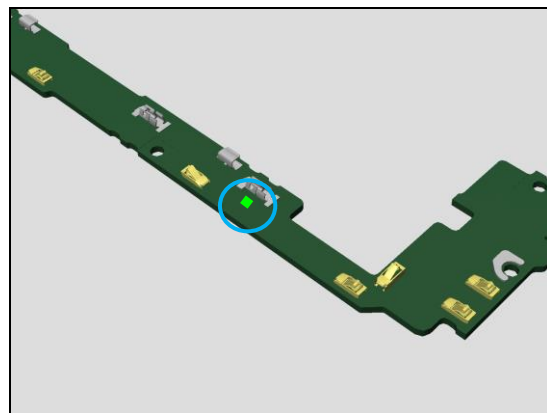
Problem Areas

1.16 Compass

1.16.1 Compass fails

Action:

Replace the PBA since compass is mounted on the PBA directly.



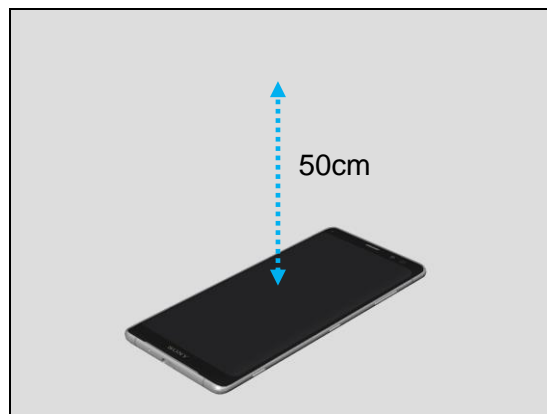
1.17 Accelerometer

1.17.1 Accelerometer test fails

Action:

Calibrate Accelerometer by “CS-Everest 1309-7255” that is posted on the Repair Information under the RE4251: Repair Mechanical – Tools and Equipment (including Repair Software).

When perform calibration, put the unit on a stable place facing up display, and no any objects within 50cm.



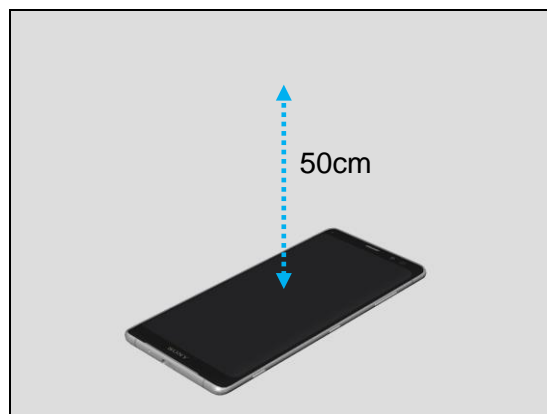
1.18 Gyroscope

1.18.1 Gyroscope test fails

Action:

Calibrate Gyroscope by “CS-Everest 1309-7255” that is posted on the Repair Information under the RE4251: Repair Mechanical – Tools and Equipment (including Repair Software).

When perform calibration, put the unit on a stable place, facing up display, and no any objects within 50cm.



Problem Areas

1.19 Ambient Light Sensor

1.19.1 Light Sensor malfunctions

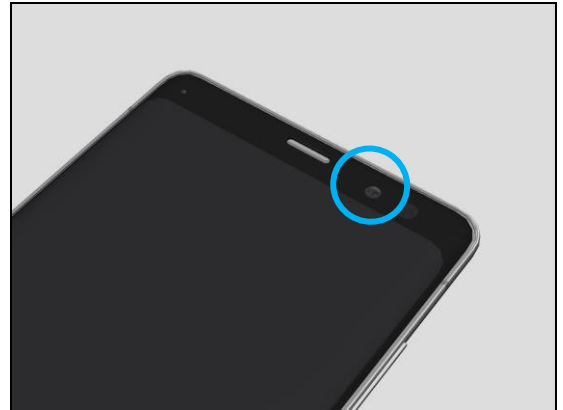
Check:

Inspect the external sensor window.

Action:

If dirty – clean it.

If damaged – replace the Front Assy



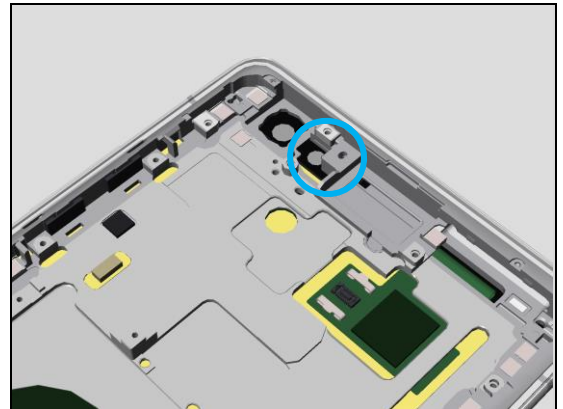
Check:

Inspect the internal sensor window.

Action:

If dirty – clean it.

If damaged – replace the Front Assy



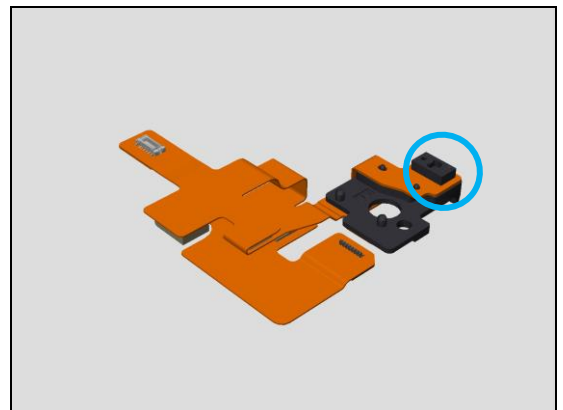
Check:

Inspect the sensor chipset on the FPC TP Relay.

Action:

If dirty or oxidized – clean it.

If damaged - replace the FPC TP Relay.



Problem Areas

1.20 Proximity Switch

1.20.1 Proximity switch malfunctions

Action:

Calibrate Proximity by “CS-Everest 1309-7255” that is posted on the Repair Information under the RE4251: Repair Mechanical – Tools and Equipment (including Repair Software).

When perform calibration, put the unit on a stable place, facing up display, and no any objects within 50cm.

Check:

Inspect the external sensor window.

Action:

If dirty – clean it.

If damaged – replace the Front Assy

Check:

Inspect the internal sensor window.

Action:

If dirty – clean it.

If damaged – replace the Front Assy

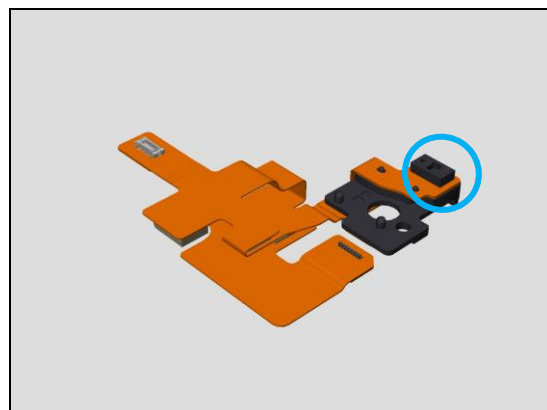
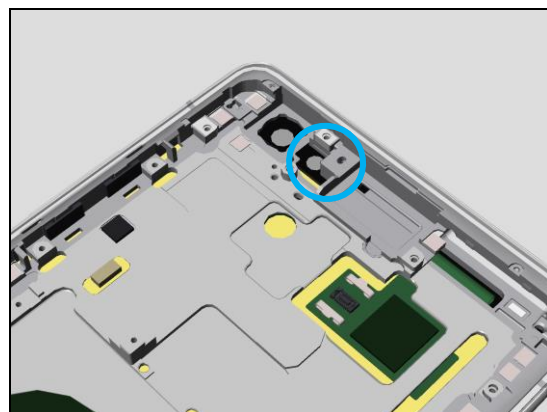
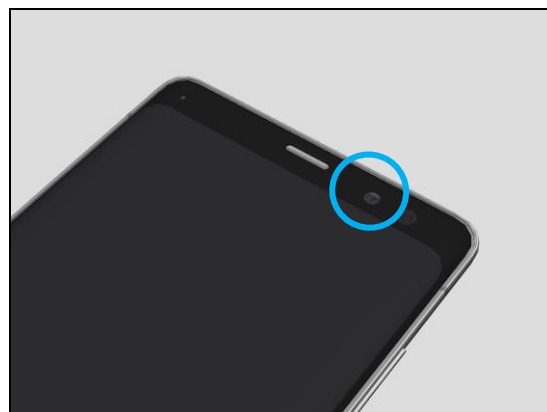
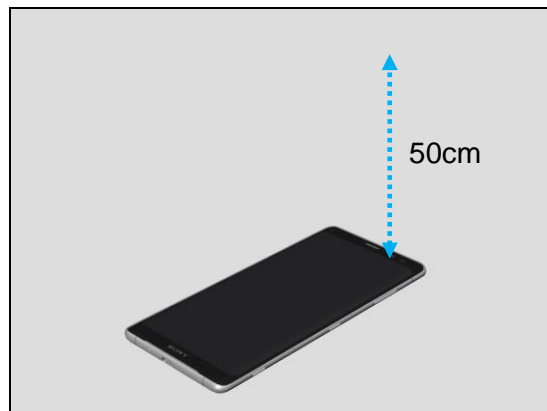
Check:

Inspect the sensor chipset on the FPC TP Relay.

Action:

If dirty or oxidized – clean it.

If damaged - replace the FPC TP Relay.



Problem Areas

1.21 Hall Element

1.21.1 Hall Element test fails

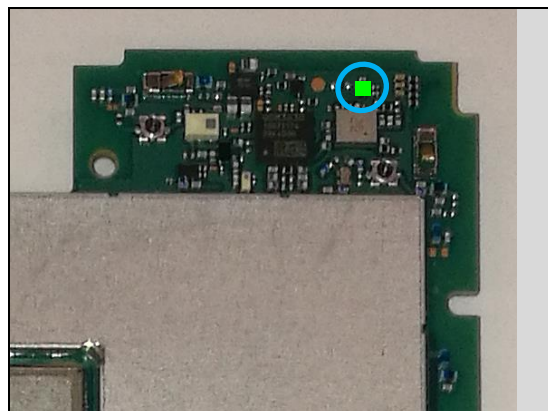
Check:

Inspect the Hall Sensor on the PBA.

Action:

If dirty or oxidized – Clean it.

If damaged – Replace the PBA.



1.22 Pressure Sensor

1.22.1 Pressure Sensor test fails

Action:

Replace the PBA.

Problem Areas

1.23 Real Time Clock

1.23.1 Real time clock test fails

Action:

Replace the PBA.

1.24 Total call time

1.24.1 Total call time fails

Action:

Replace the PBA.

Problem Areas

1.25 Storage

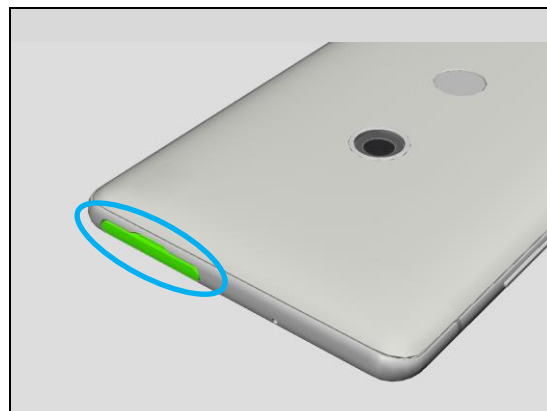
1.25.1 Memory Card / SIM not detected

Check:

Inspect if the Cap Combo is properly inserted.

Action:

If the Cap Combo is not properly inserted – Insert the Cap Combo correctly.



Check:

Inspect the Cap Combo.

Action:

If dirty or clogged – clean the Cap Combo.

If damaged - replace the Cap Combo.



Check:

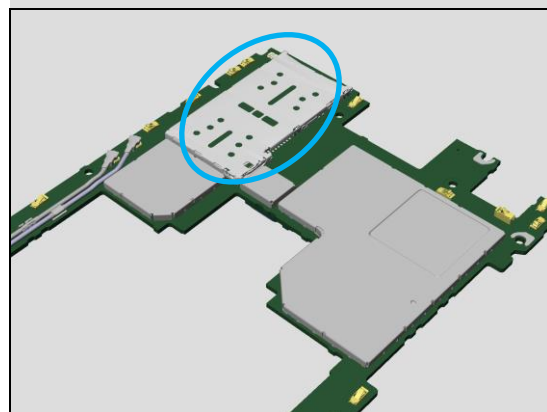
Inspect the SIM/SD card connector on the PBA.

Action:

If dirty or clogged – clean the connector.

If damaged – replace Card Conn SIM 3in2 Connector (CN4000) or replace the PBA.

Note! SL3 and above can replace the CN4000.



Problem Areas

1.26 Battery Health test

1.26.1 Battery replacing message is displayed.

Replace the Battery

Problem Areas

1.27 Fingerprint test

1.27.1 Finger Print Test fails

Check:

Make sure your finger is clean and dry.

Action:

If dirty or wet – wash your hand and dry.



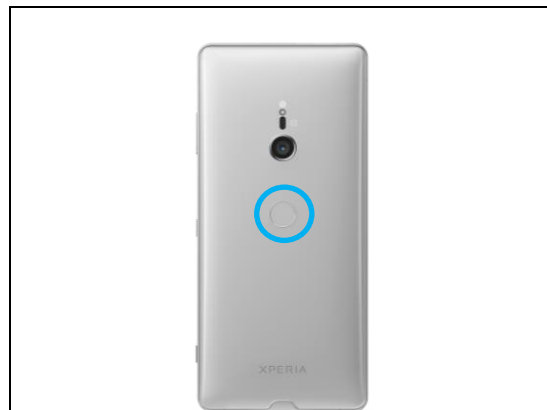
Check:

Inspect the external area of the Fingerprint sensor.

Action:

If dirty – clean it.

If damaged – replace the Panel Rear Assy.



Check:

Inspect the ZIF connector of the Fingerprint Sensor.

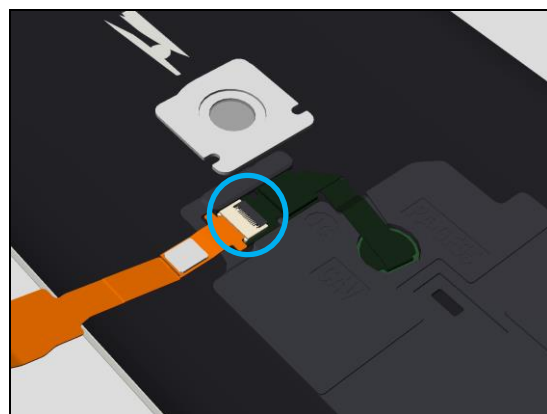
Action:

If not properly connected – reconnect it.

If dirty or oxidized – clean it.

If the FPC FPS Relay is damaged – replace the FPC FPS Relay.

If the ZIF connector of the Fingerprint Sensor is damaged – replace the Panel Rear Assy.



Check:

Inspect the ZIF connector of the FPC Key.

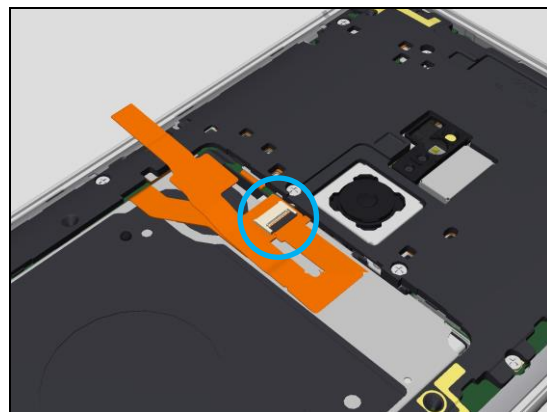
Action:

If not properly connected – reconnect it.

If dirty or oxidized – clean it.

If the FPC FPS Relay is damaged – replace the FPC Relay.

If the ZIF connector of the FPC Key is damaged – replace the FPC Key.



Problem Areas

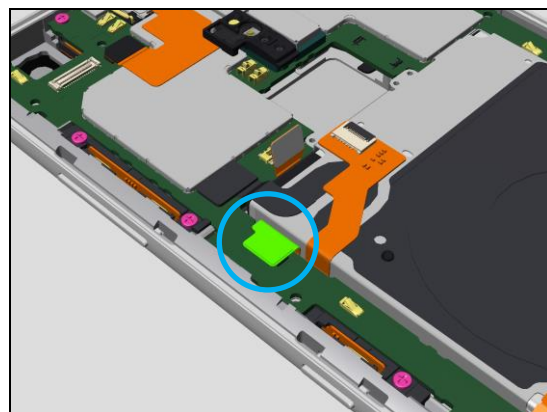
Check:

Inspect the connector of FPC Key to PBA.

Action:

If not properly connected – reconnect it.

If dirty or oxidized – clean it.

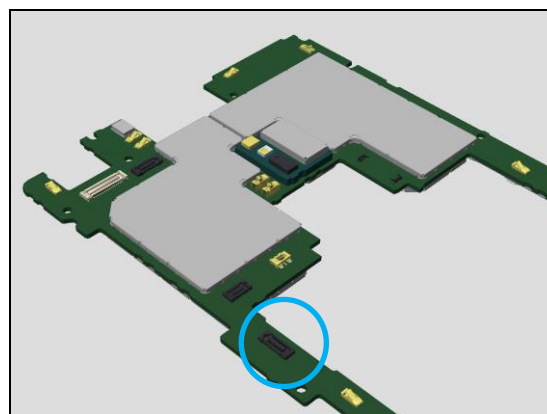


If the FPC Key is damaged – replace it.



If the connector on the PBA is damaged, replace the connector (CN9503), or replace the PBA.

Note! SL3 and above can replace the CN9503.



Problem Areas

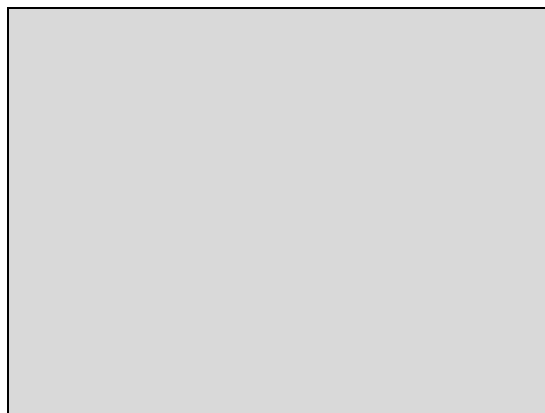
1.28 Speaker Calibration Status

1.28.1 Status 3 is displayed

Action:

Refer to 1.6.2 Too small sound – Action 1.

Do not process anything or ring any sound on the phone during 40 min of charging.



Problem Areas

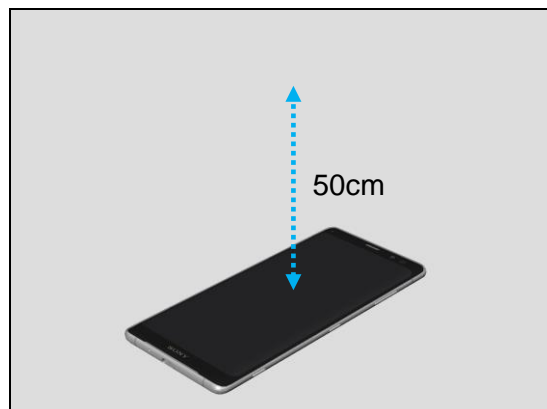
1.29 RGBC-IR sensor

1.29.1 RGBC-IR sensor fails

Action:

Calibrate RGBC-IR sensor by “CS-Everest 1309-7255” that is posted on the Repair Information under the RE4251: Repair Mechanical – Tools and Equipment (including Repair Software).

When perform calibration, put the unit on a stable place, facing up display, and no any objects within 50cm.



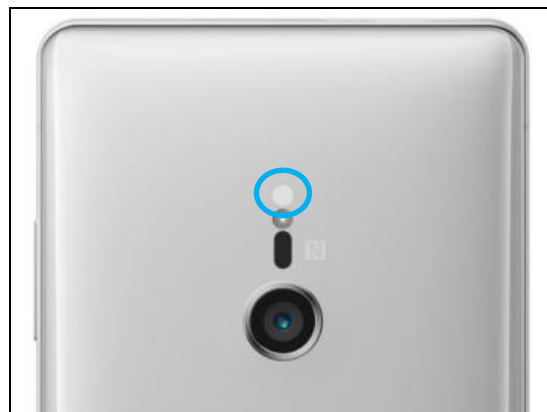
Check:

Inspect the external area of the RGBC-IR sensor.

Action:

If dirty – clean it.

If damaged – replace the Panel Rear Assy.



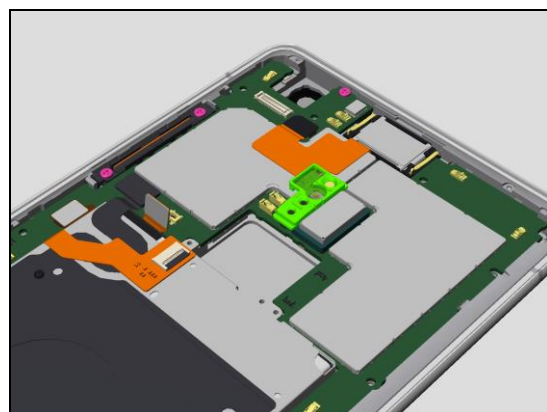
Check:

Inspect the Holder Sensor.

Action:

If not properly assembled – reassemble it.

If damaged – replace the Holder Sensor.

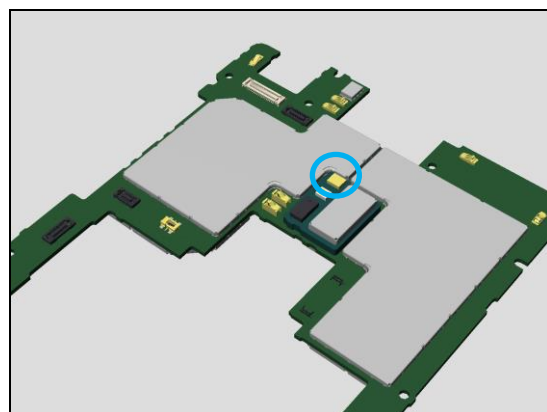


Check:

Inspect the RGBC-IR sensor on the PBA.

Action:

If damaged – replace the PBA.



Problem Areas

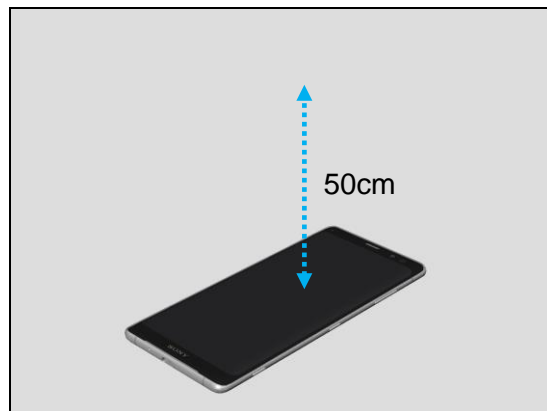
1.30 ToF sensor

1.30.1 ToF sensor fails

Action:

Calibrate ToF sensor by “CS-Everest 1309-7255” that is posted on the Repair Information under the RE4251: Repair Mechanical – Tools and Equipment (including Repair Software).

When perform calibration, put the unit on a stable place, facing up display, and no any objects within 50cm.



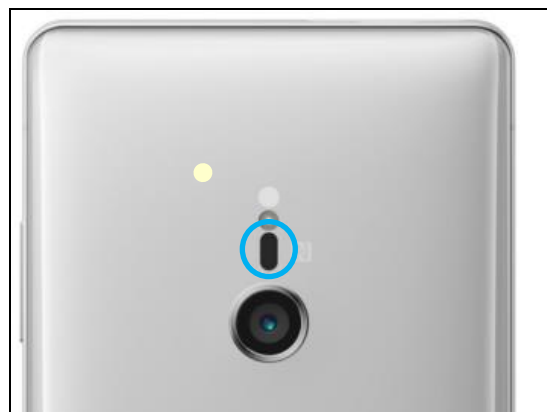
Check:

Inspect the external area of the Laser AF sensor (ToF sensor).

Action:

If dirty – clean it.

If damaged – replace the Panel Rear Assy.



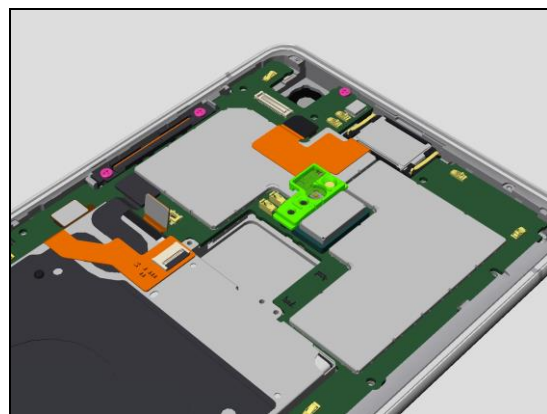
Check:

Inspect the Holder Sensor.

Action:

If not properly assembled – reassemble it.

If damaged – replace the Holder Sensor.

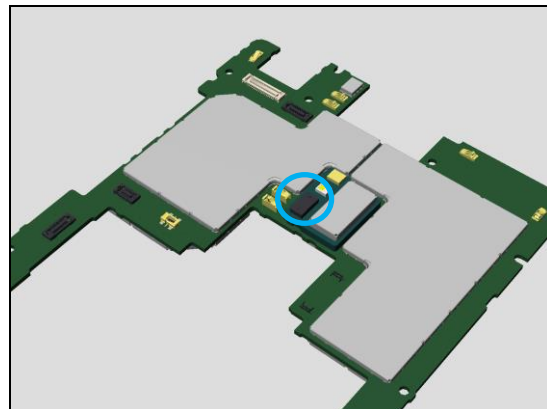


Check:

Inspect the Laser AF sensor (ToF sensor) on the PBA.

Action:

If damaged – replace the PBA.



Problem Areas

1.31 Haptics AV Sync

1.31.1 Haptics AV Sync test fail

Check:

Check if vibrator is working during Haptics AV Sync Test.

Action:

If no vibration, follow 1.10 Vibrator.

Check:

Check if drumbeat sound comes from Top Speaker during Haptics AV Sync Test.

Action:

If no sound from Top Speaker, follow 1.6 Stereo speaker Left / Earphone.

Check:

Check if drumbeat sound comes from Bottom Speaker during Haptics AV Sync Test.

Action:

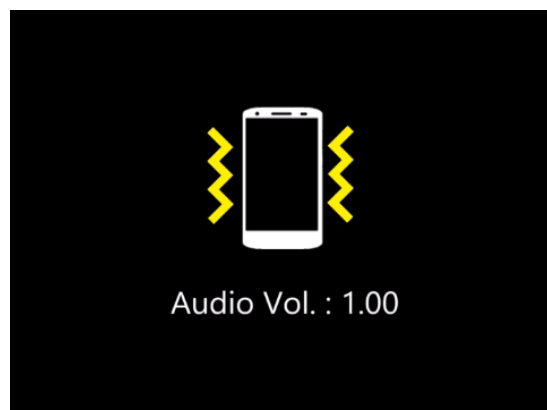
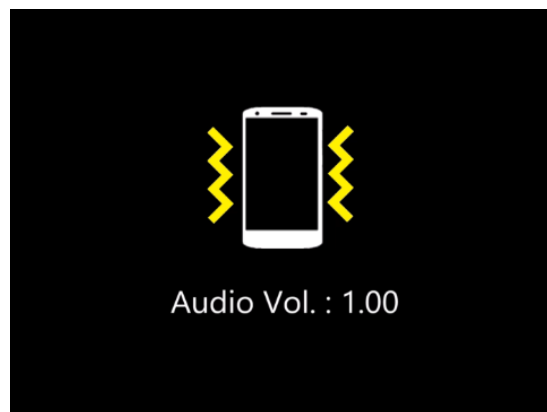
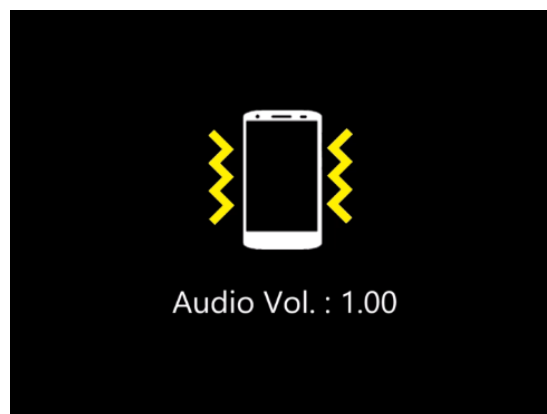
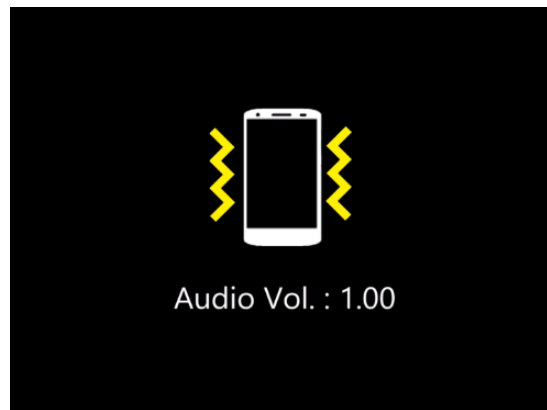
If no sound from Bottom Speaker, follow 1.7 Stereo Speaker Right

Check:

Check if vibration and drumbeat sound are synchronized during Haptics AV Sync Test.

Action:

If not synchronized - replace the PBA.



Problem Areas

1.32 Water Resistance

1.32.1 Water Resistance fails

Check:

If Novec test is available, determine leakage point by Novec test.

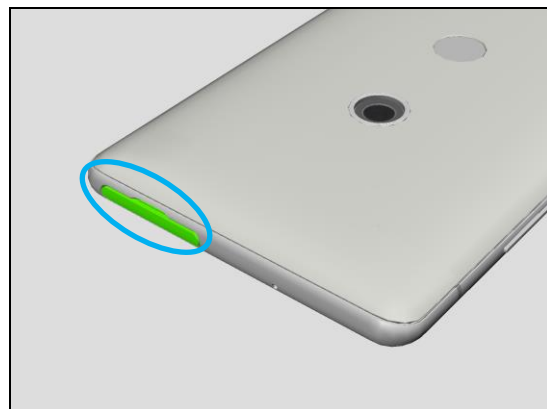
If not available, inspect the potential leakage point.

Check:

Inspect the external area of the Cap Combo.

Action:

If Cap Tray is not properly inserted – reinsert it.



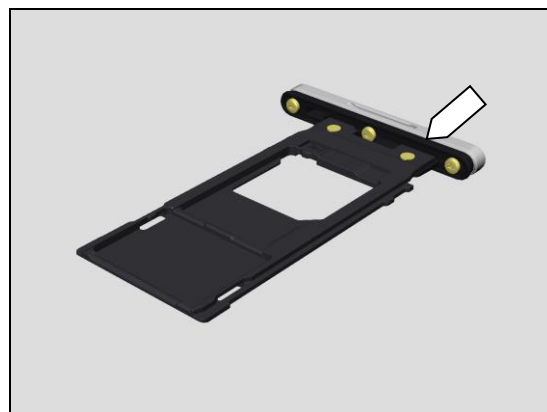
Check:

Inspect the gasket of the Cap Combo.

Action:

If dirty – clean it.

If damaged – replace the Cap Combo.



Check:

Inspect the Cap Tray slot on the Front Assy.

Action:

If dirty – clean it.

If damaged – replace the Front Assy.



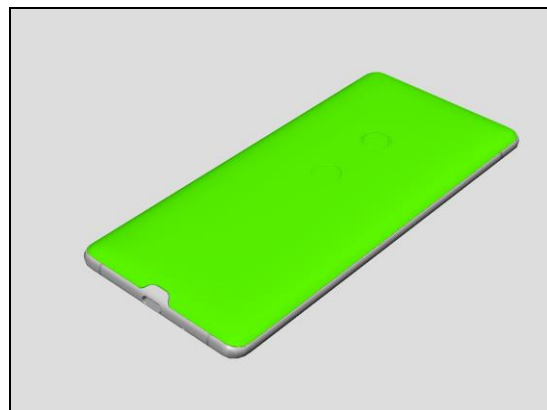
Problem Areas

Check:

Inspect the Panel Rear Assy is lifted from Front Assy.
(Check if any gap between Panel Rear Assy and Front Assy.)

Action:

If Panel Rear Assy is lifted – reassemble the Panel Rear Assy.

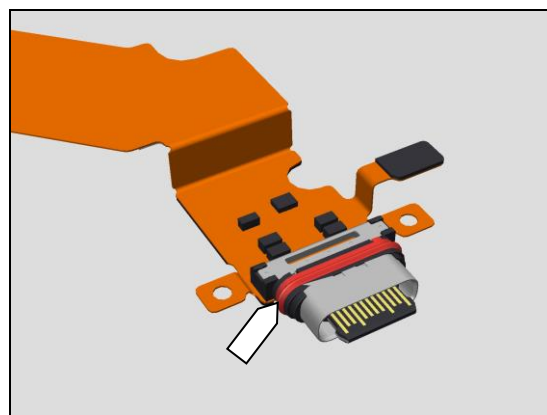


Check:

Inspect the USB connector.

Action:

If USB FPC is not properly assembled – reassemble it
If gasket of FPC USB is damaged – replace the FPC USB.



Check:

Inspect the FPC USB slot on the Cover Main.

Action:

If dirty – clean it.
If damaged – replace the Front Assy.

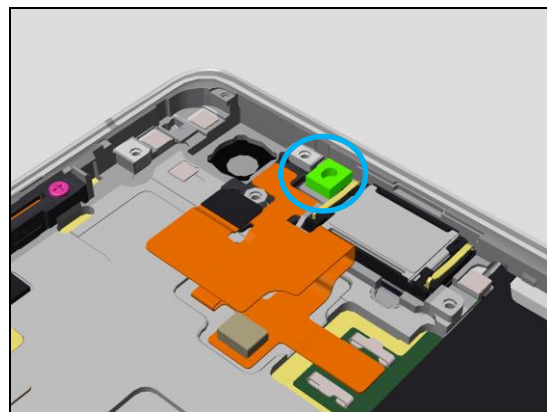


Check:

Inspect the Sheet WR Mic.

Action:

If Sheet WR Mic is not properly assembled – replace the Sheet WR Mic.
If damaged – replace the Sheet WR Mic.



Problem Areas

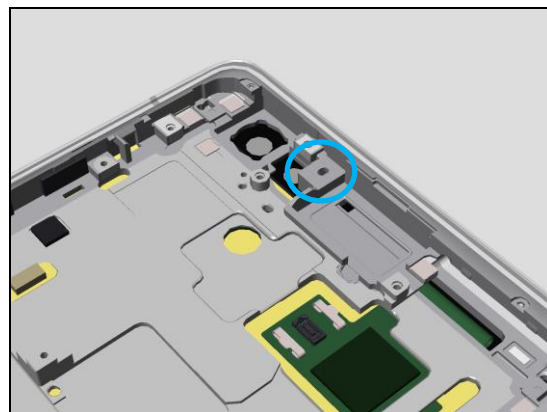
Check:

Inspect the mic hole on the Front Assy.

Action:

If dirty – clean it.

If damaged – replace the Front Assy.



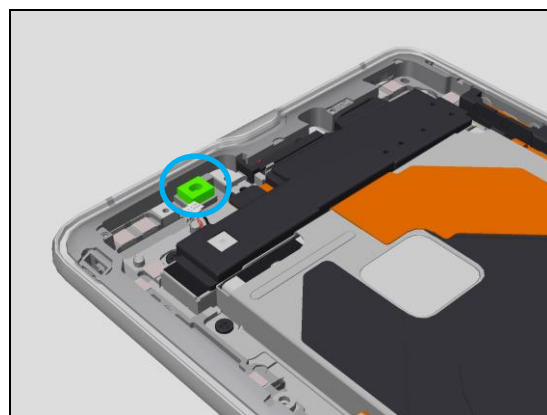
Check:

Inspect the Sheet WR Mic.

Action:

If Sheet WR Mic is not properly assembled – replace the Sheet WR Mic.

If damaged – replace the Sheet WR Mic.



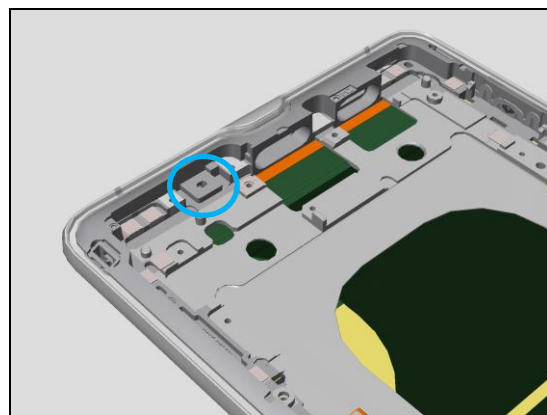
Check:

Inspect the mic hole on the Front Assy.

Action:

If dirty – clean it.

If damaged – replace the Front Assy.

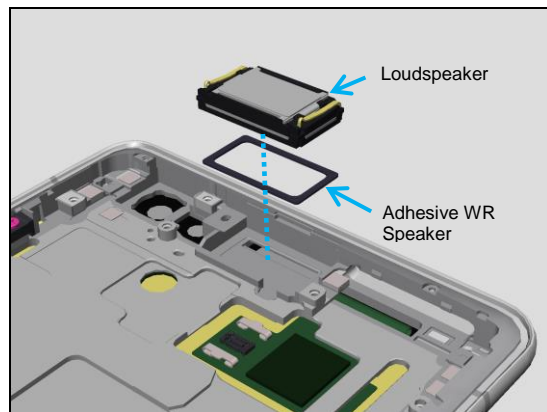


Check:

Inspect the Loudspeaker.

Action:

If not assembled properly – reassemble the Loudspeaker.



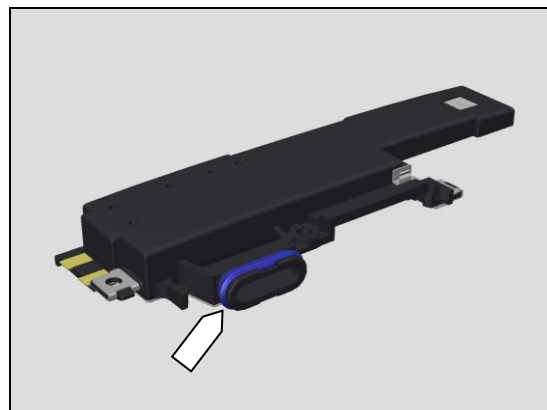
Problem Areas

Check:

Inspect the Speaker Box.

Action:

If Speaker Box is not properly assembled – reassemble it
If gasket of Speaker Box is damaged – replace the Speaker Box.

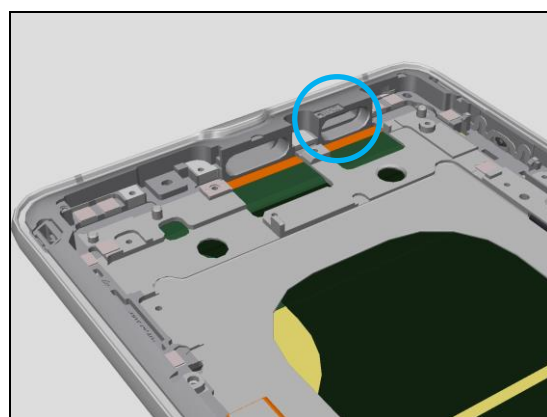


Check:

Inspect the speaker hole on the Front Assy.

Action:

If dirty – clean it.
If damaged – replace the Front Assy.



Problem Areas

1.33 Network & Signal

1.33.1 No/Poor signal

Check:

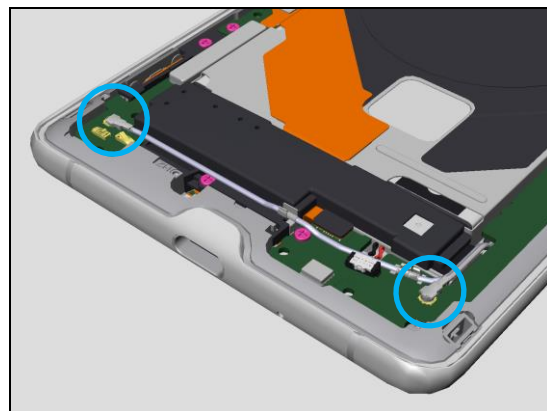
Inspect the RF connector of RF Cable 1 and RF Cable 2 to the PBA.

Action:

If not properly connected – reconnect it.

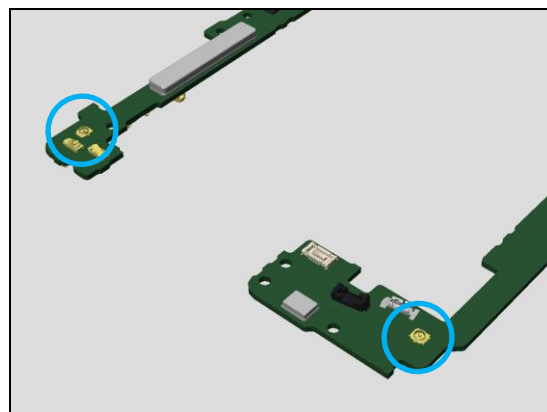
If dirty or oxidized – clean it.

If the RF Cable 1 or/and RF Cable 2 is damaged – replace it.



If the connector on the PBA is damaged – replace the connector (CN4661 or/and CN4667) or replace the PBA.

Note! SL3 and above can replace the CN4661, 4667.



Check:

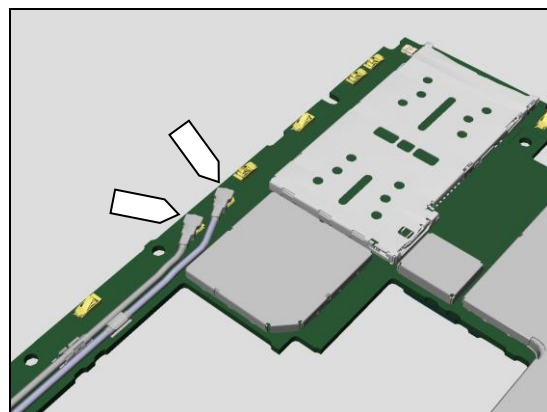
Inspect the RF connector of RF Cable 1 and RF Cable 2 to the PBA.

Action:

If not properly connected – reconnect it.

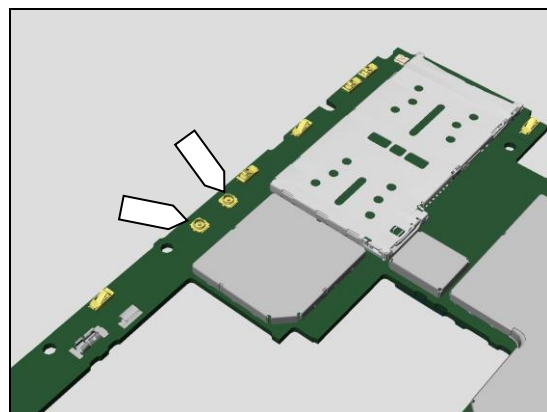
If dirty or oxidized – clean it.

If the RF Cable 1 or/and RF Cable 2 is damaged – replace it.



If the connector on the PBA is damaged – replace the connector (CN4660, CN4666) or replace the PBA.

Note! SL3 and above can replace the CN4660, CN4666.



Problem Areas

Check:

Inspect the contact pins on the PBA to Front Assy.

Action:

If dirty or oxidized – clean them.

If the contact pins are damaged or missing – replace the following contact pins or replace the PBA.

Cellular Main:

CN4620, CN4622, CN4700, CN4703, CN4731, CN4735, CN4760, CN4765, CN4780

Cellular Sub 2nd:

CN4623, CN4632, CN4740, CN4750

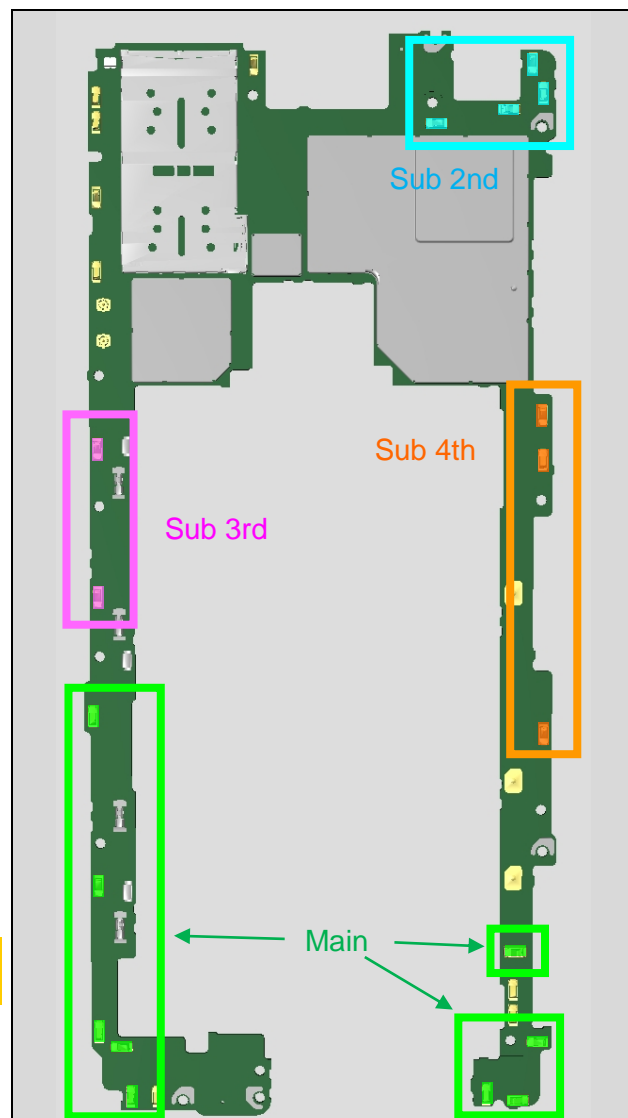
Cellular Sub 3rd:

CN4715, CN4720

Cellular Sub 4th:

CN4631, CN4634, CN4635

Note! SL3 and above can replace the above contact pins.



Check:

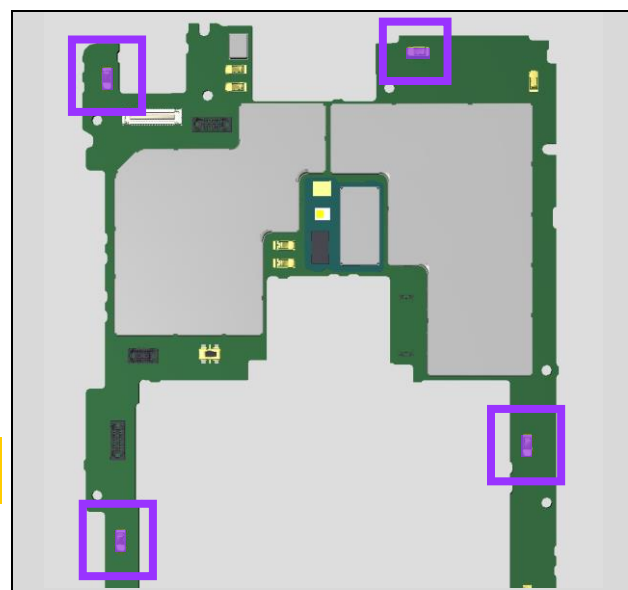
Inspect the contact pins on the PBA to the LDS pattern of the Frame Rear.

Action:

If dirty or oxidized – clean them.

If the contact pins are damaged or missing – replace the following contact pins (CN4633, CN4675, CN4741, CN4756) or replace the PBA.

Note! SL3 and above can replace the above contact pins.



Problem Areas

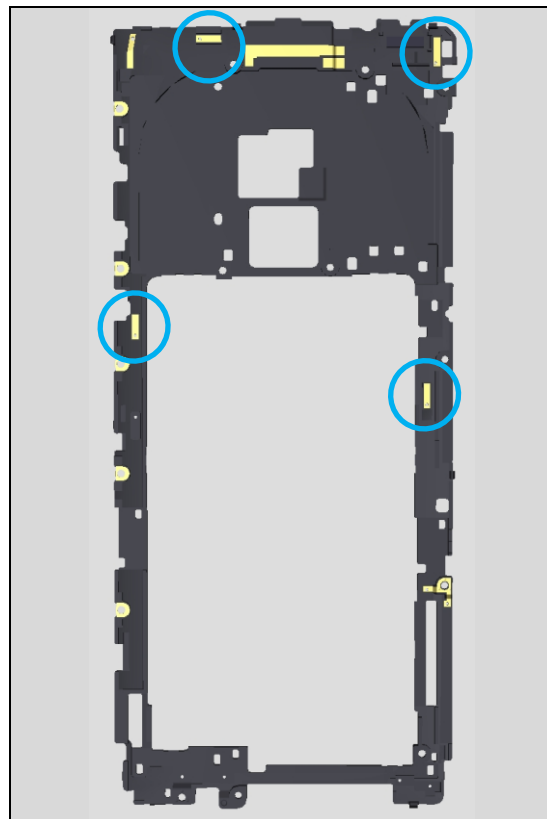
Check:

Inspect the LDS patterns on the Frame Rear.

Action:

If dirty or oxidized – clean them.

If damaged – replace the Frame Rear.



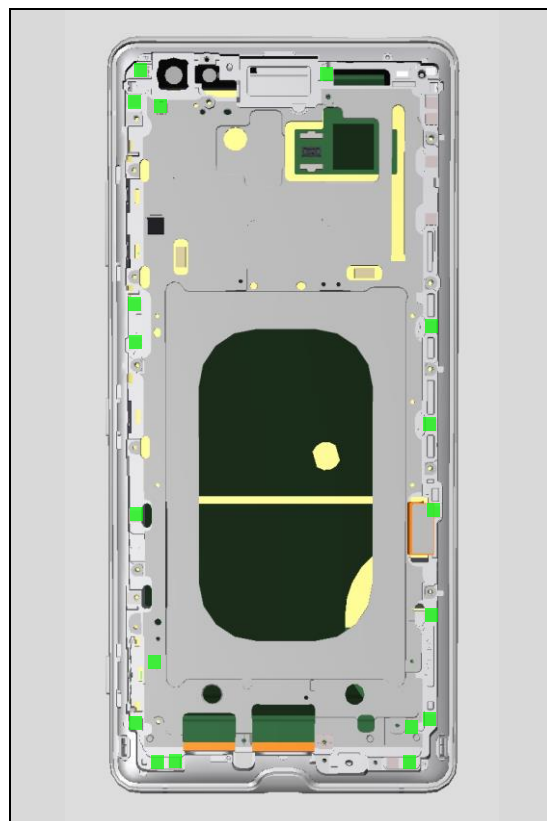
Check:

Inspect the contact pads on the Front Assy.

Action:

If dirty or oxidized – clean the pads.

If damaged – replace the Front Assy.



Problem Areas

1.34 SIM

1.34.1 SIM not detected

Check:

Check if Nano SIM is properly mounted onto the Cap Combo and if Cap Combo is properly inserted.

Action:

If not properly assembled – reassemble it.

If damaged – Replace Cap Combo.

For H9436, H9493 SIM2 slot shares the common space with Micro SD Card.

Note. You cannot use SIM2 and Micro SD Card at the same time.

Check:

Inspect the SIM/SD card connector on the PBA.

Action:

If dirty or clogged – clean the holder.

If broken – replace the card connector (CN4000) or replace the PBA.

Note! SL3 and above can replace the CN4000.

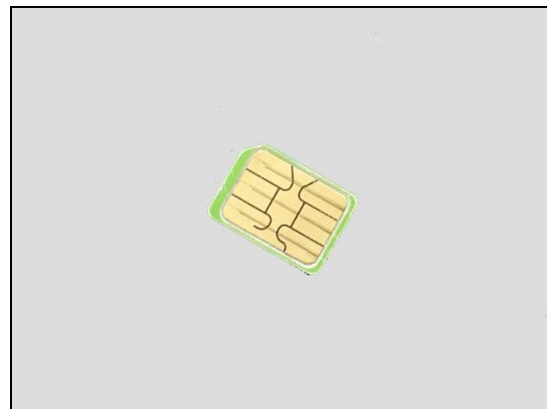
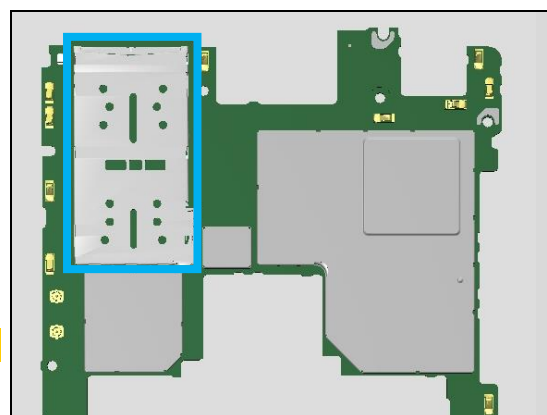
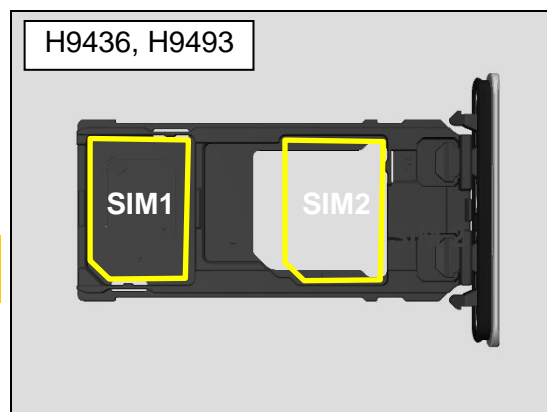
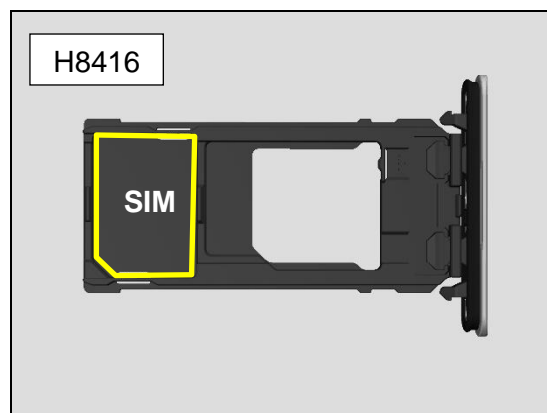
1.34.2 Incorrect Nano SIM indicated

Check:

Check whether the phone is locked to a particular operator and whether the correct operator Nano SIM is being used.

Action:

Use a proper operator Nano SIM or test Nano SIM.



Problem Areas

1.35 Charging

1.35.1 Battery will not charge by USB connector

Check:

Inspect the USB connector.

Action:

If dirty or oxidized – clean the connector.



If damaged – replace the FPC USB.

Check:

Inspect the connector of the FPC USB to the PBA.

Action:

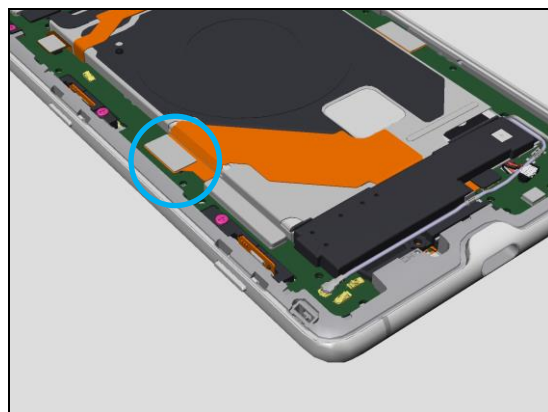
If not properly connected – reconnect it.

If dirty or oxidized – clean it.

If the FPC USB is damaged – replace it.

If the connector on the PBA is damaged – replace the connector (CN2201) or replace the PBA.

Note! SL3 and above can replace the CN2201.



Check:

Inspect the connector of the Battery to the PBA.

Action:

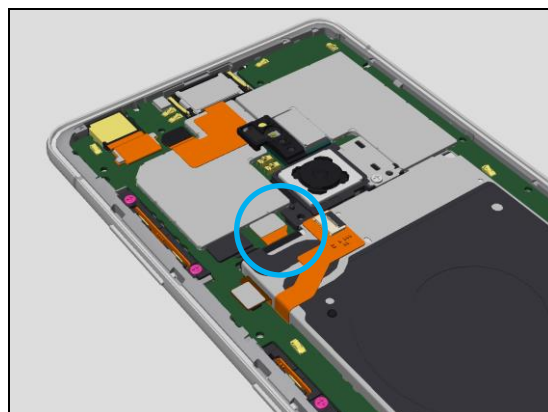
If not properly connected – reconnect it.

If dirty or oxidized – clean it.

If the Battery is damaged – replace it.

If the connector on the PBA is damaged – replace the connector (CN1300) or replace the PBA.

Note! SL3 and above can replace the CN1300.



Problem Areas

1.36 Data Communication

1.36.1 Data transfer via System Connector fails

Check:

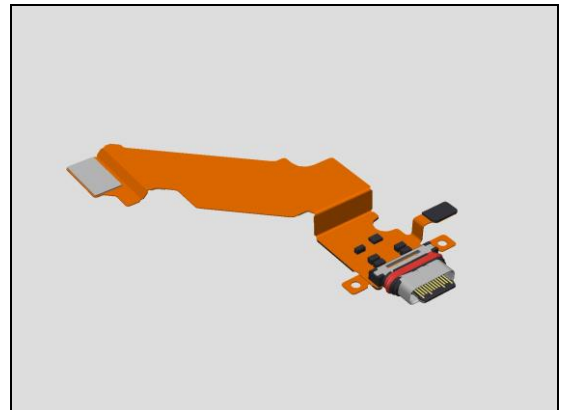
Inspect the USB connector.

Action:

If dirty or oxidized – clean the connector.



If damaged – replace the FPC USB.



Check:

Inspect the connector of the FPC USB to the PBA.

Action:

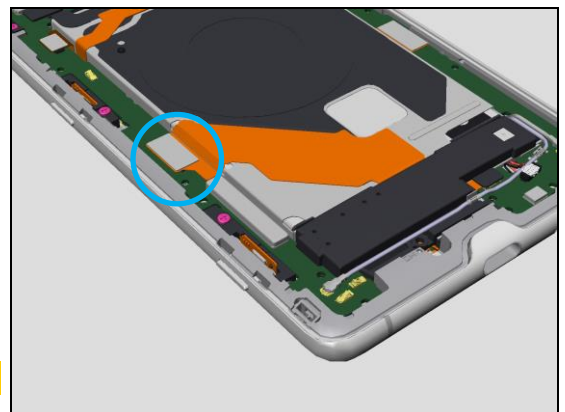
If not properly connected – reconnect it.

If dirty or oxidized – clean it.

If the FPC USB is damaged – replace it.

If the connector on the PBA is damaged – replace the connector (CN2201) or replace the PBA.

Note! SL3 and above can replace the CN2201.



Problem Areas

1.37 USB port Audio Test

1.37.1 No audio from USB port through Audio USB Conversion Cable

Check:

In case of customer is claiming no audio through "Audio USB Conversion Cable", inspect the customer owned "Audio USB Conversion Cable" if any damage.

Action:

If damaged – replace it.



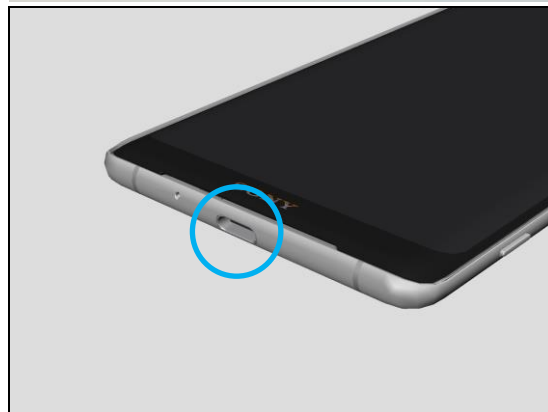
Check:

Inspect the USB Connector.

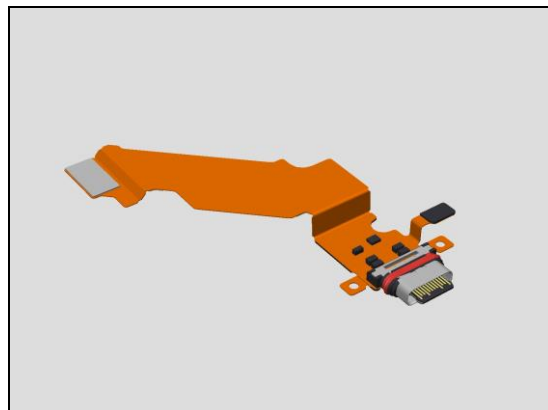
Action:

If dirty or oxidized – clean the connector.

If USB Connector damaged – replace USB FPC.



If damaged – replace the FPC USB.



Check:

Inspect the connector of the FPC USB to the PBA.

Action:

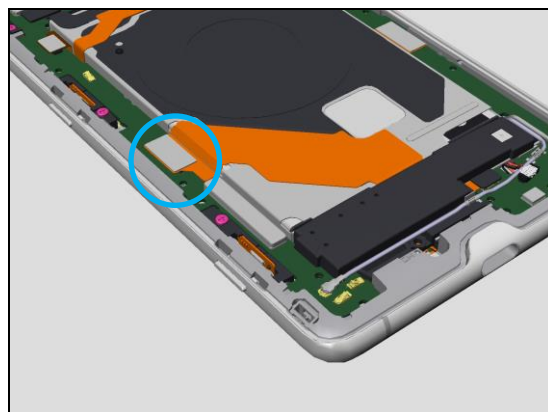
If not properly connected – reconnect it.

If dirty or oxidized – clean it.

If the FPC USB is damaged – replace it.

If the connector on the PBA is damaged – replace the connector (CN2201) or replace the PBA.

Note! SL3 and above can replace the CN2201.



2 Revision History

Rev.	Date	Changes / Comments
1	2018-Sep-14	Initial release