

Troubleshooting Guide

- mechanical -



Xperia™ M4 Aqua

E2303, E2306, E2312, E2333, E2353, E2363

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Always start with disconnecting the Battery BtB connector to cut off power supply when the Panel Back is disassembled.

Always connect the Battery BtB connector just before the Panel Back is reassembled.

1 Problem Areas

1.1 Power

1.1.1 Will not power on or will switch off randomly

Check:

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

Action:

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

2. If NO activation of the Vibrator is detected, check that the battery is charging when connected to a charger.

Follow 1295-8375 Test Instruction - mechanical chapter 2.3.6 / 2.4 Charging and Diagnostic Battery!

Check:

Inspect the on/off key.

Action:

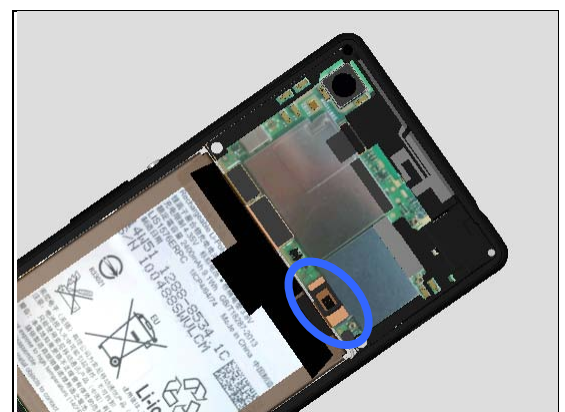
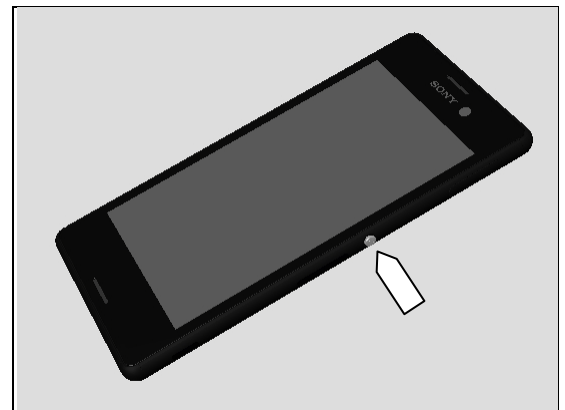
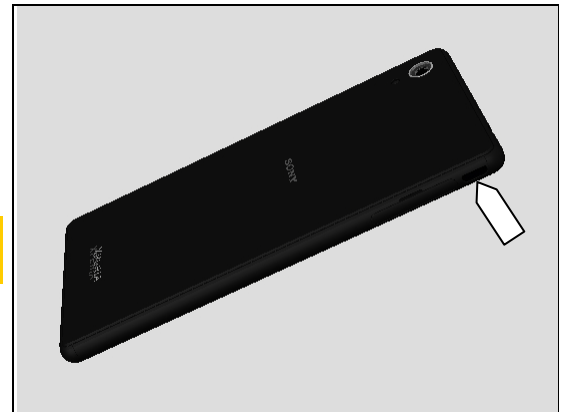
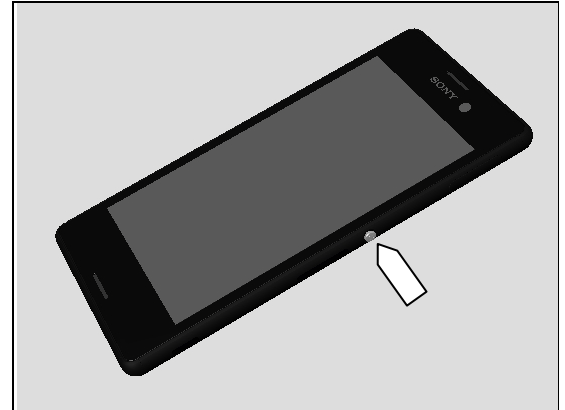
Refer to section 1.2.3 'On/Off Key'.

Check:

Inspect the connection between the Battery and Main PBA.

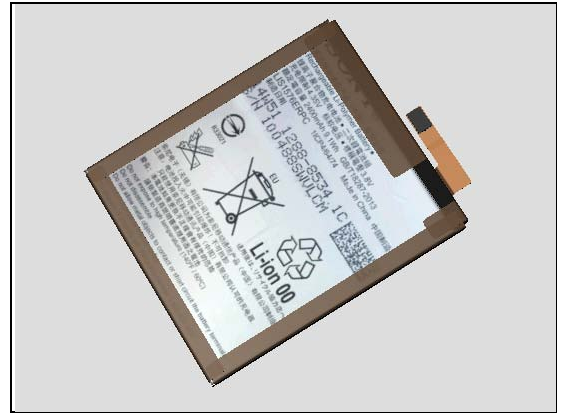
Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the BtB connector.



Problem Areas: Power

3. If the BtB connectors, the Battery's FPC or the Battery is damaged – replace the Battery.
4. Replace Main PBA.



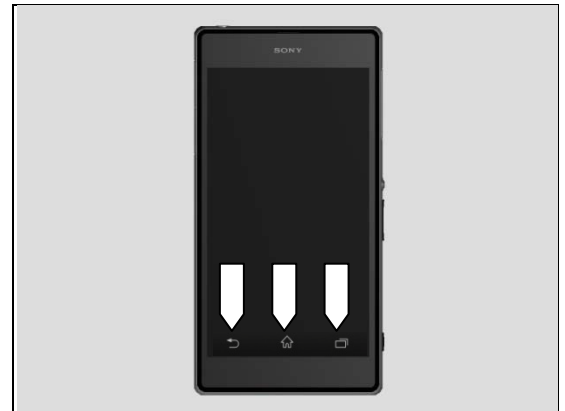
Problem Areas

1.2 Keyboard & Switch

1.2.1 Back, Home and Recent Keys

Action:

Refer to section 1.3 'Touch Screen'.



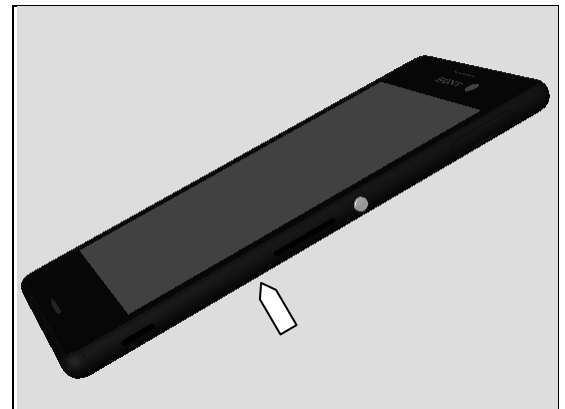
1.2.2 Volume Key

Check:

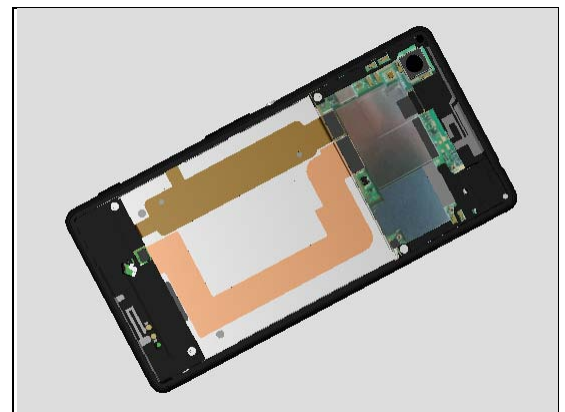
Inspect the external area of the Volume Key.

Action:

1. If dirty or clogged – clean it.
2. If the Volume Key is damaged – replace the Front Cover Assy.



3. If the Link FPC is damaged – replace the Front Cover Assy.
4. Replace Main PBA.



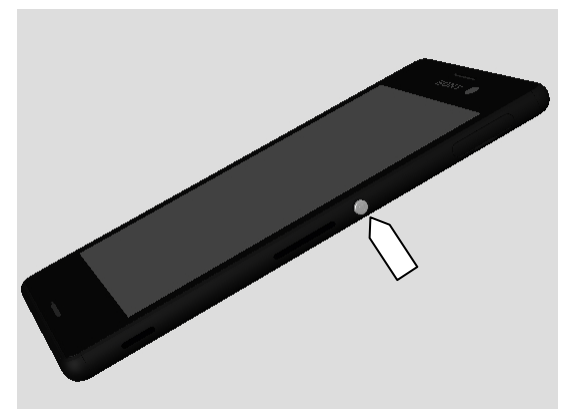
1.2.3 On/Off Key

Check:

Inspect the external area of the On/Off Key.

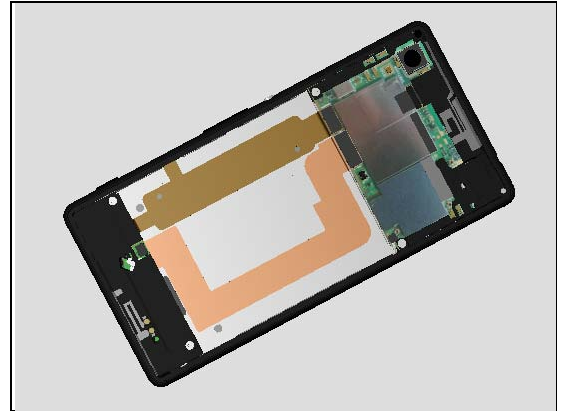
Action:

1. If dirty or clogged – clean it.
2. If the On/Off Key is damaged – replace the Front Cover Assy.



Problem Areas: Keys

3. If the Link FPC is damaged – replace the Front Cover Assy.
4. Replace Main PBA.



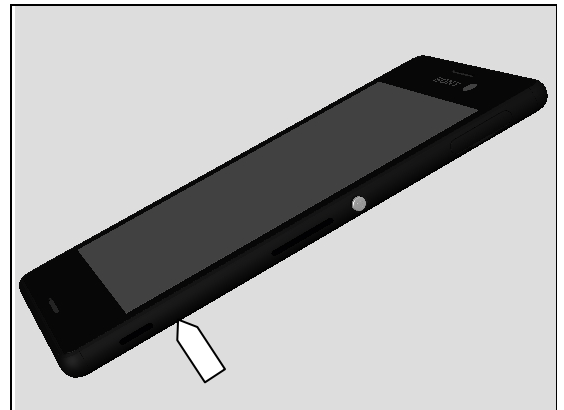
1.2.4 Camera Key

Check:

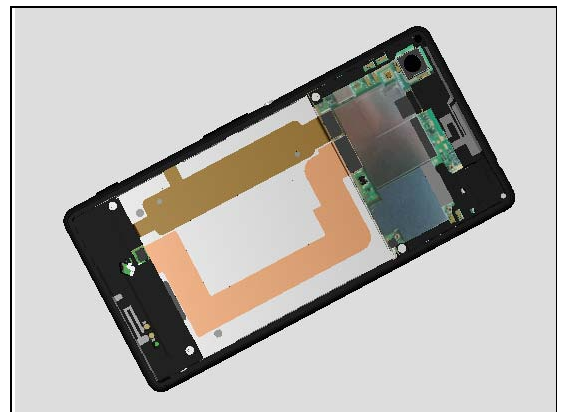
Inspect the external area of the Camera Key.

Action:

1. If dirty – clean it.
2. If the Camera Key is damaged – replace the Front Cover Assy.



3. If the Link FPC is damaged – replace the Front Cover Assy.
4. Replace Main PBA.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen and try the function of the touch keys in the front.

Action:

1. If dirty – clean it.
2. Run Touch Panel Calibration according to 1297-3232



Check:

Check the connections between Display FPC and Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the connectors.

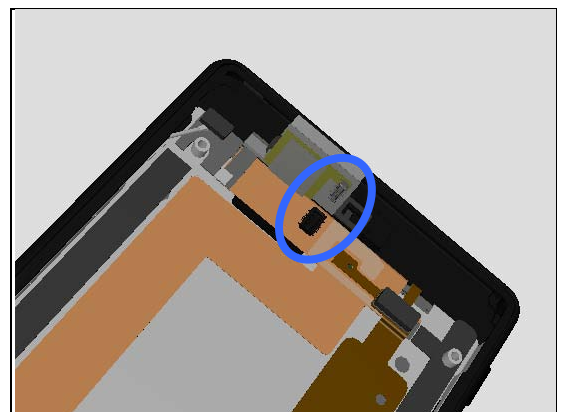


Check:

Inspect the connection between the Display FPC and the Touch Panel FPC.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the BtB connector.
3. If the flex film or the connectors is damaged - replace the Front Cover Assy.



Check:

Replace the Main PBA with a known working one and test the Front Cover Assy.

Action:

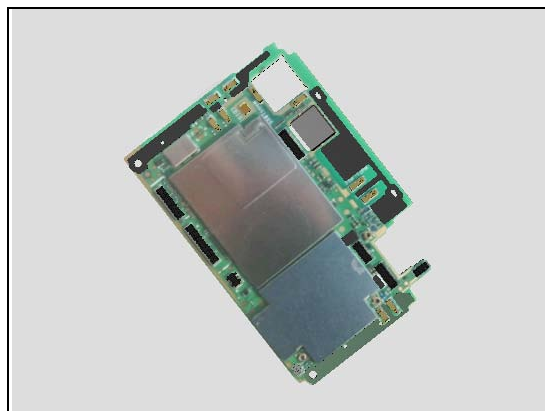
1. If the Front Cover Assy is still not working – replace it.

Run Touch Panel Calibration after replacing Front Cover Assy according to 1297-3232!



Problem Areas: Touch Panel

2. Replace Main PBA.



Problem Areas

1.4 Display

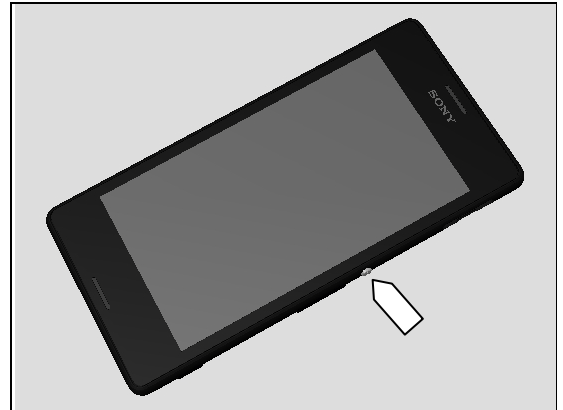
1.4.1 Graphics & Illumination

Check:

Check whether the phone vibrates after the on/off key has been pressed.

Action:

If the activation described above is not detected, refer to section 1.1 'Power'.

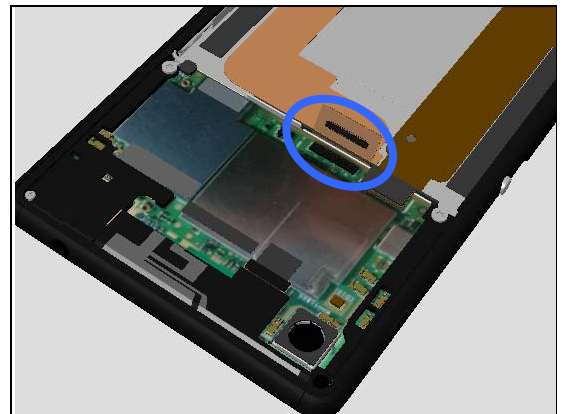


Check:

Check the connection between Display FPC and Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the connectors.



Check:

Replace the Main PBA with a known working one and test the Front Cover Assy.

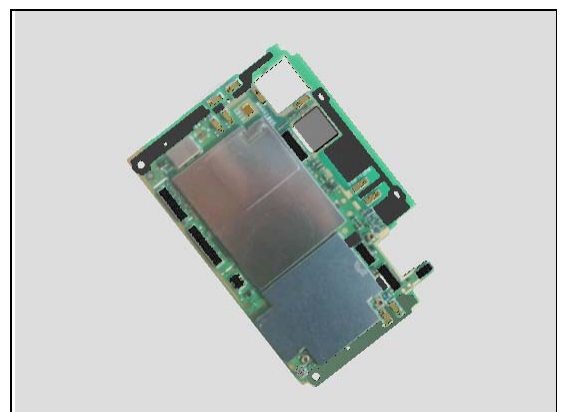
Action:

1. If the Front Cover Assy is still not working – replace it.

Run Touch Panel Calibration after replacing Front Cover Assy according to 1297-3232!



2. Replace Main PBA.



Problem Areas

1.5 LED

1.5.1 LED

Check:

Inspect external port of Notification LED on the Front Cover Assy.

Action:

If dirty – clean it.

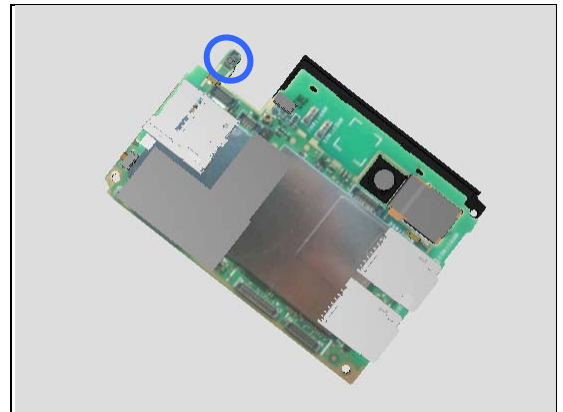


Check:

Inspect the Notification LED on the Main PBA.

Action:

1. If dirty – clean it.
2. Replace Main PBA.



Problem Areas

1.6 Illumination

1.6.1 Illumination

Check:

Inspect external port of Light Sensor on the Front Cover Assy.

Action:

If dirty – clean it.

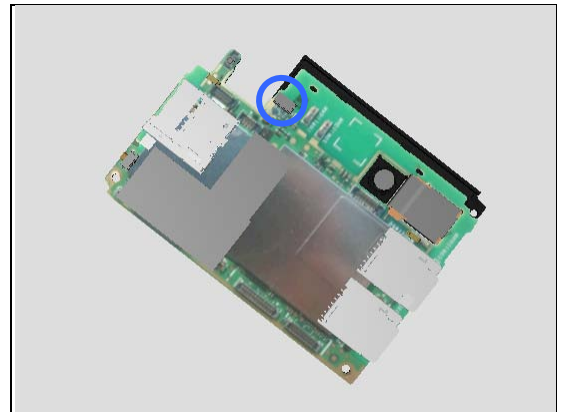


Check:

Inspect the Light Sensor on the Main PBA.

Action:

1. If dirty – clean it.
2. Replace Main PBA.



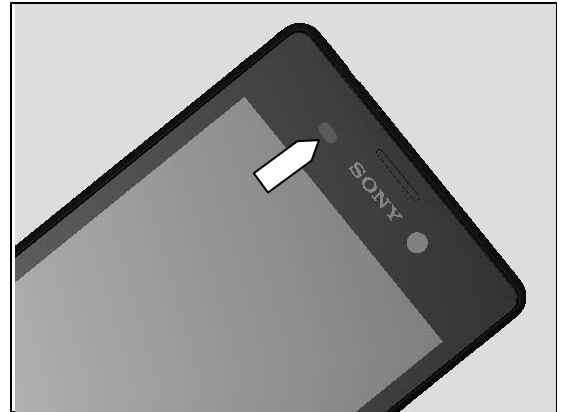
Problem Areas

1.7 Light Sensor

1.7.1 Ambient Light Sensor malfunctions

Check:

Inspect the external window area of Light Sensor on the Front Cover Assy.



Action:

1. If dirty – clean it.
2. If scratched or damaged – replace the Front Cover Assy.

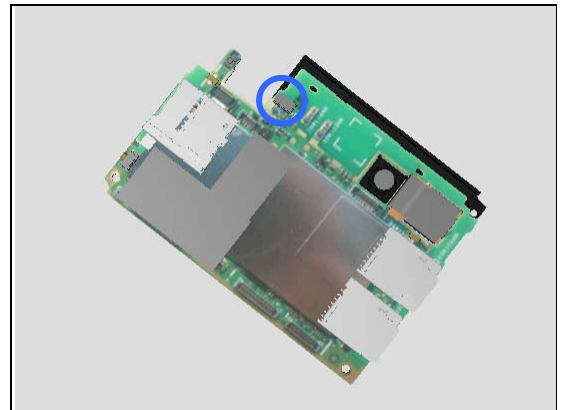


Check:

Inspect the Light Sensor on the Main PBA.

Action:

1. If dirty – clean it.
2. Replace Main PBA.



Problem Areas

1.8 Speaker

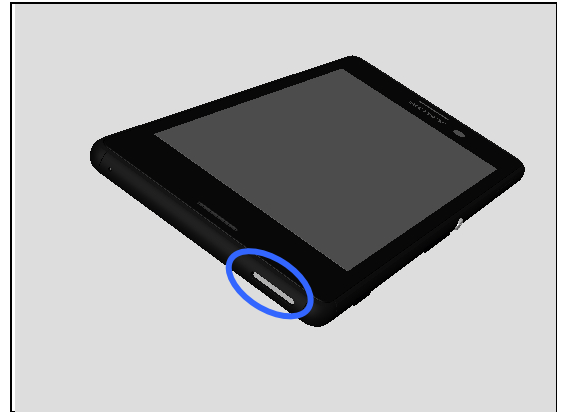
1.8.1 Speaker

Check:

Inspect the external port of the Speaker.

Action:

1. If the external port is clogged – clean it.

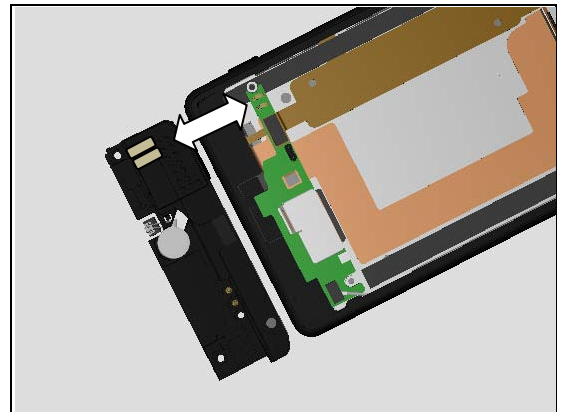


Check:

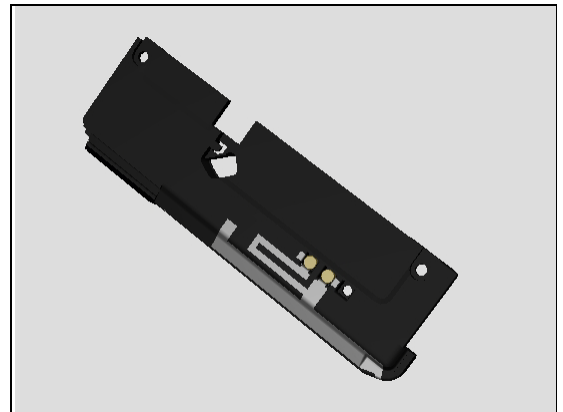
Inspect the contact pins of Speaker Module Assy and the contact pads on the Sub Antenna PBA.

Action:

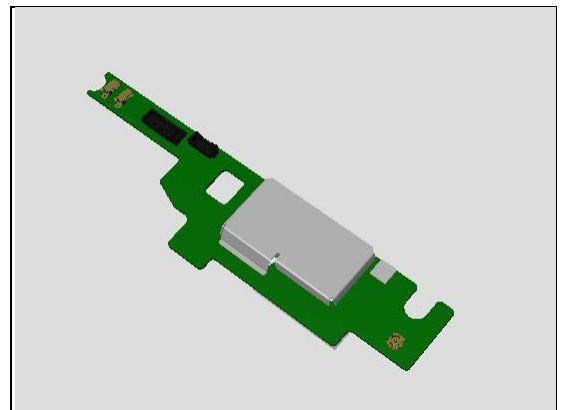
1. If dirty – clean them.



2. If the contact pads of Speaker Module Assy or the Speaker Module Assy are damaged – replace the Speaker Module Assy.



3. If the contact pins of Sub Antenna PBA are damaged - replace the Sub Antenna PBA.



Problem Areas: Speaker

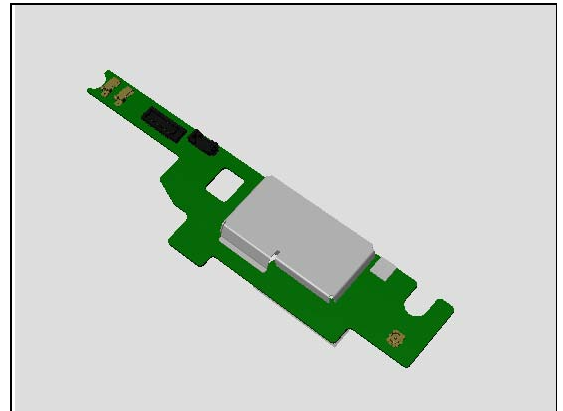
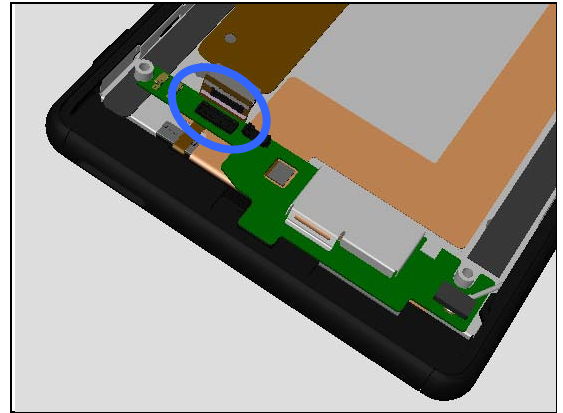
Check:

Inspect the connection between the Sub Antenna PBA and the Link FPC.

Action:

1. If not properly connected – disconnect and reconnect them.
2. If dirty or oxidized – clean the BtB connectors.

3. If the connector of Sub Antenna PBA or Sub Antenna PBA itself is damaged - replace the Sub Antenna PBA.

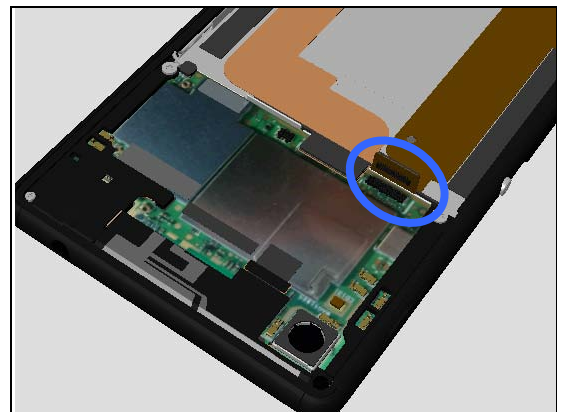


Check:

Inspect the connection between Link FPC and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect them.
2. If dirty or oxidized – clean the BtB connectors.



3. If the Link FPC is damaged – replace the Front Cover Assy.
4. Replace Main PBA.



Problem Areas

1.9 Earphone

1.9.1 Ear Speaker

(For Echo, see Microphone)

Check:

Inspect the external port of Earspeaker.

Action:

1. If clogged – clean it.

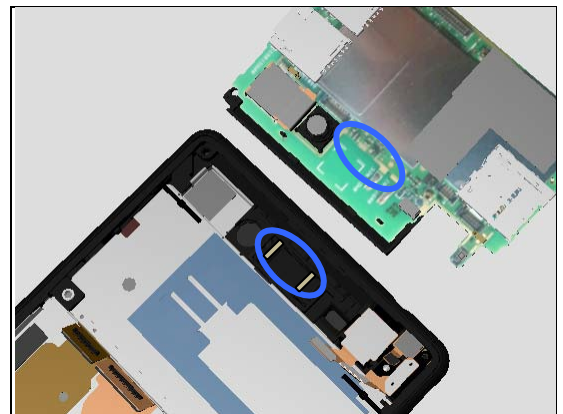


Check:

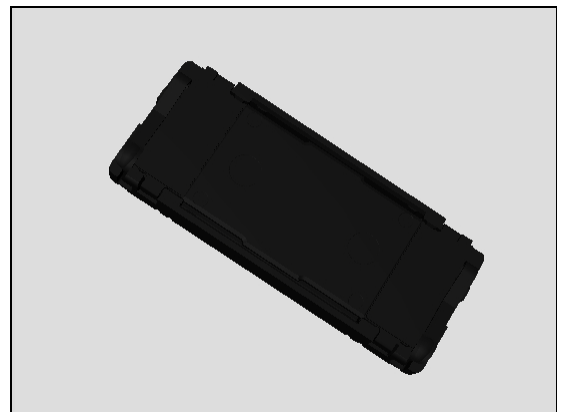
Inspect the contact pins of Earspeaker and the contact pads on the Main PBA.

Action:

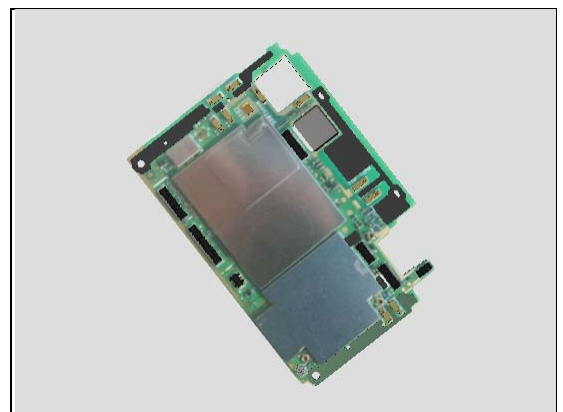
1. If dirty – clean them.



2. If the contact pins of the Earspeaker or the Earspeaker are damaged – replace the Earspeaker.



3. Replace Main PBA.



Problem Areas

1.10 Microphone

1.10.1 Primary Microphone

Check:

Inspect the external port of the microphone.

Action:

1. If the external port is clogged – clean it.

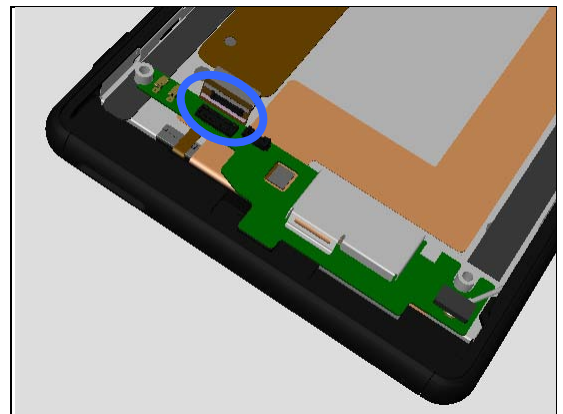


Check:

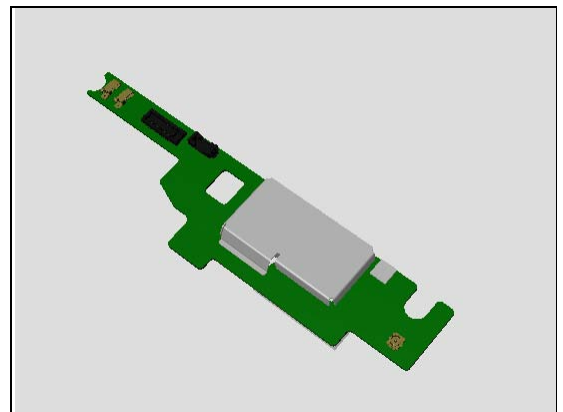
Inspect the connections between the Sub Antenna PBA and the Link FPC.

Action:

1. If not properly connected – disconnect and reconnect them.
2. If dirty or oxidized – clean the BtB connectors.



3. If the connector of Sub Antenna PBA or Sub Antenna PBA itself is damaged - replace the Sub Antenna PBA.

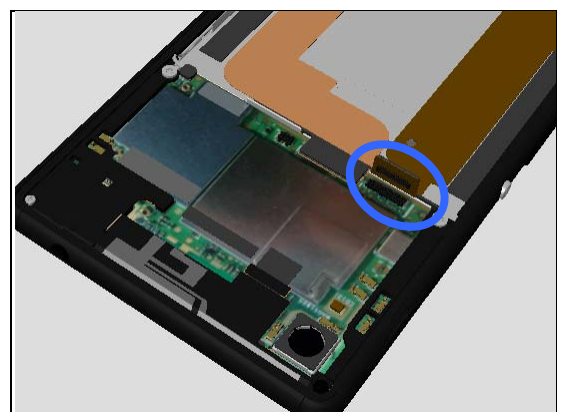


Check:

Inspect the connection between Link FPC and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect them.
2. If dirty or oxidized – clean the BtB connectors.



Problem Areas: Microphone

3. If the Link FPC is damaged – replace the Front Cover Assy.
4. Replace Main PBA.



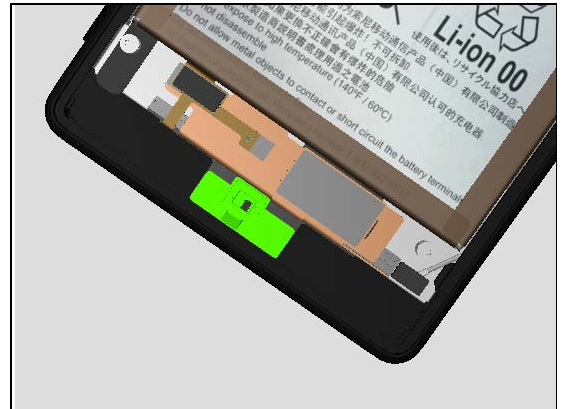
For typically Echo or poor/weak microphone sound.

Check:

Inspect the 1st Mic Mesh and 1st Mic Rubber.

Action:

1. If not properly placed (aligned along bottom and right edge, see working instruction) replace it.
2. If there is Echo problem, replace it



3. If the Link FPC is damaged – replace the Front Cover Assy.
4. Replace Main PBA.



Problem Areas: Microphone

1.10.2 Secondary Microphone

Check:

Inspect the external port of secondary microphone on the Front Cover Assy.

Action:

1. If clogged – clean it.



Check:

Inspect the 2nd Mic Assy.

Action:

- If dirty or clogged – clean it.

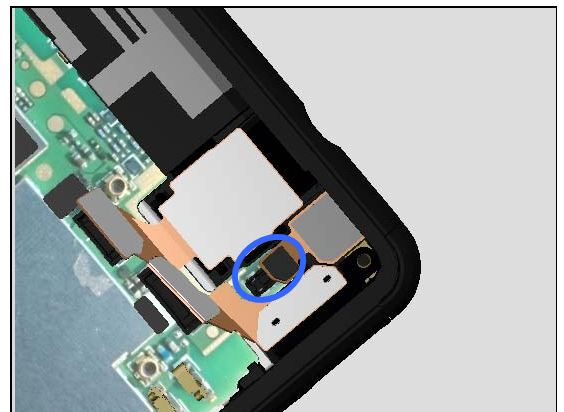


Check:

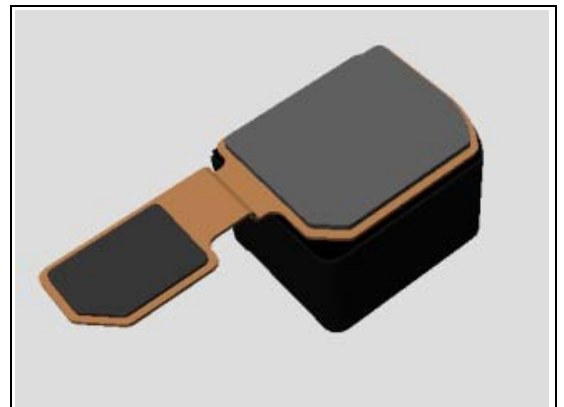
Check the connection between the 2nd Mic Assy and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean connector.



3. If the 2nd Mic Assy is damaged – replace it.
4. Replace the Main PBA.



Problem Areas

1.11 Vibrator

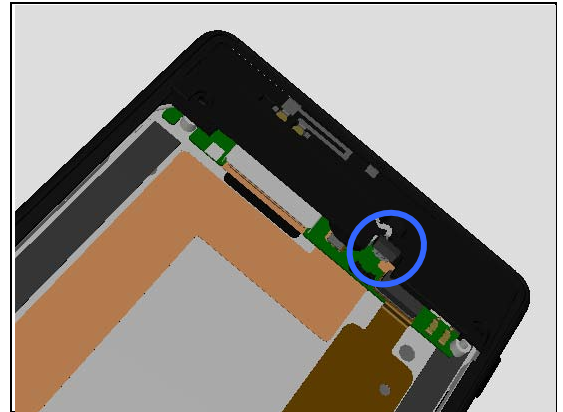
1.11.1 Vibrator not generating alerts

Check:

Inspect the connection between the Vibrator and the Sub Antenna PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean connector.



3. If the Vibrator is damaged – replace the Vibrator.

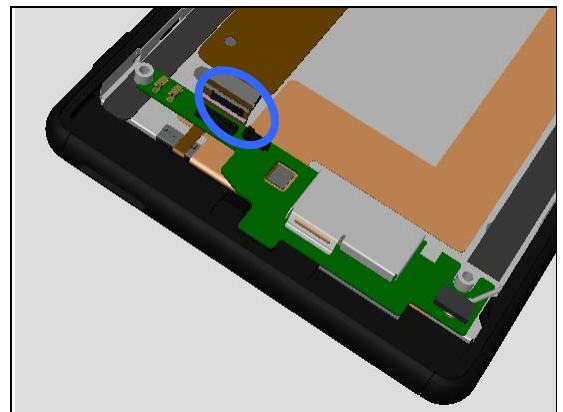


Check:

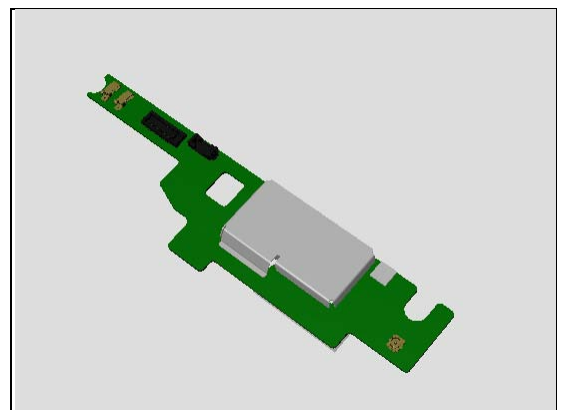
Inspect the connections between the Sub Antenna PBA and the Link FPC.

Action:

1. If not properly connected – disconnect and reconnect them.
2. If dirty or oxidized – clean the BtB connectors.



3. If the connector of Sub Antenna PBA or Sub Antenna PBA itself is damaged - replace the Sub Antenna PBA.



Problem Areas: Vibrator

Check:

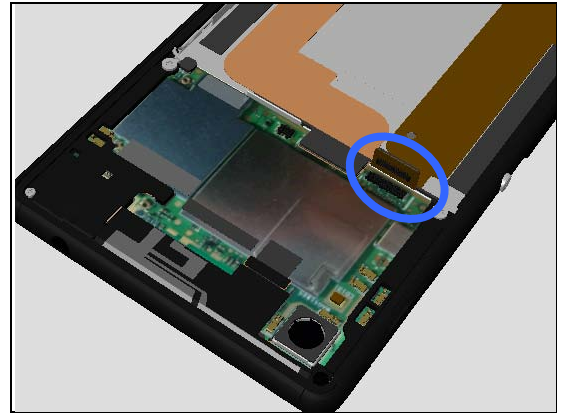
Inspect the connection between Link FPC and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect them.
2. If dirty or oxidized – clean the BtB connectors.

3. If the Link FPC is damaged – replace the Front Cover Assy.

4. Replace Main PBA.



Problem Areas

1.12 Camera

1.12.1 Main Camera

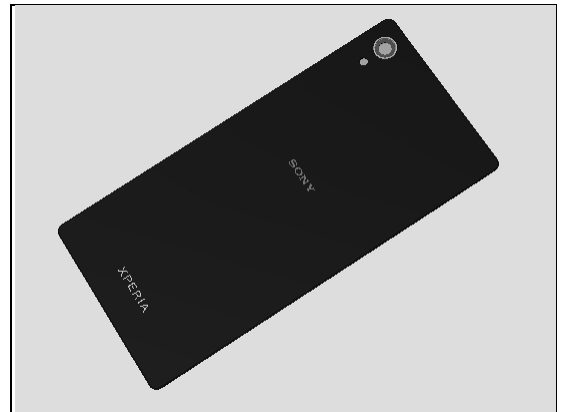
Check:

Inspect the external area of camera window.



Action:

1. If dirty – clean it.
2. If scratched or damaged – replace the Back Panel.

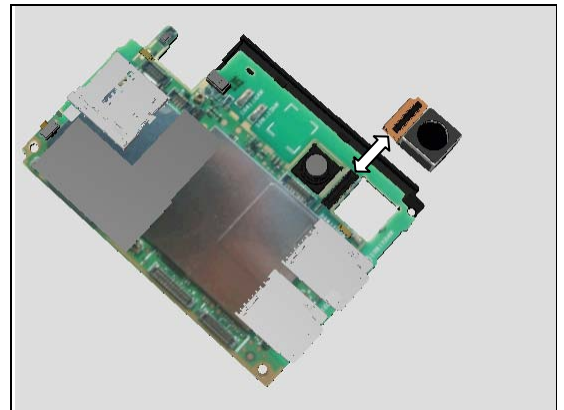


Check:

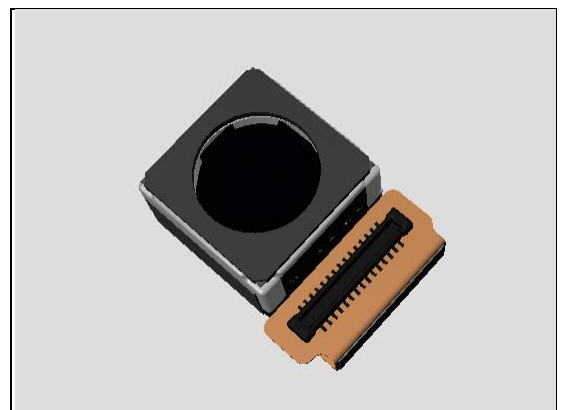
Inspect the connection between the Main Camera and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the BtB connector.



3. If the BtB connector or the Main Camera is damaged – replace the Main Camera.
4. Replace Main PBA.



Problem Areas: Camera

1.12.2 Secondary Camera defects

Check:

Inspect the external area of the video camera window.



Action:

1. If dirty – clean it.
2. If scratched or damaged – replace the Front Cover Assy.



Check:

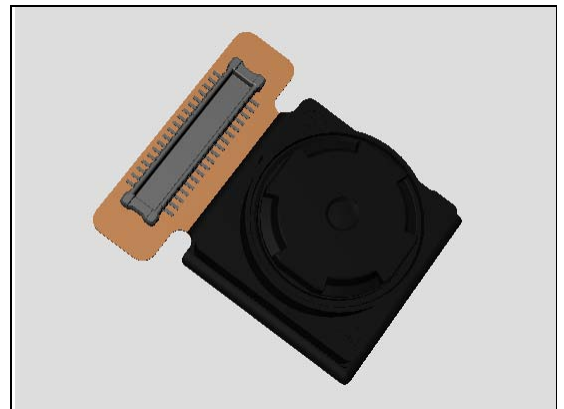
Inspect the connection between the Chat Camera 5M and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean connectors.



3. If the BtB connector or the Chat Camera 5M is damaged – replace the Chat Camera 5M.
4. Replace Main PBA.



Problem Areas

1.13 Flash LED

1.13.1 Flash LED not flashing

Check:

Inspect the external area of the flash LED window.

Action:

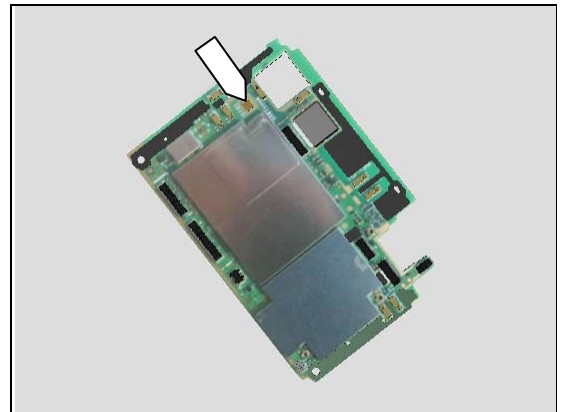
1. If dirty – clean it.
2. If scratched or damaged – replace the Back Panel.

Check:

Inspect the flash LED on the Main PBA.

Action:

1. If dirty – clean it.
2. Replace Main PBA.



Problem Areas

1.14 Bluetooth and WLAN

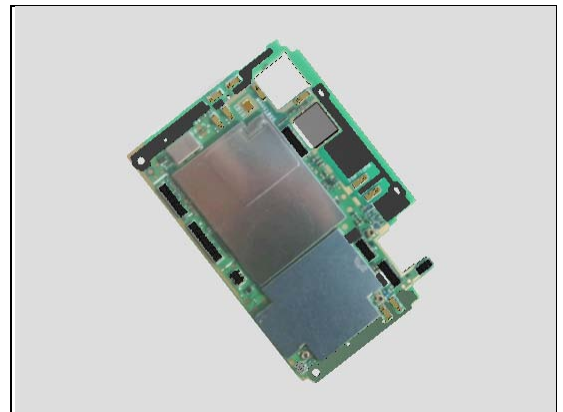
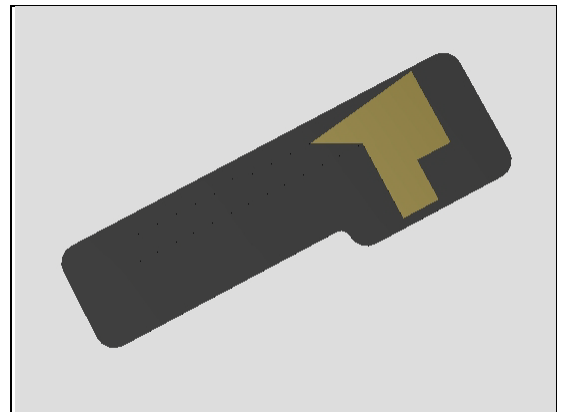
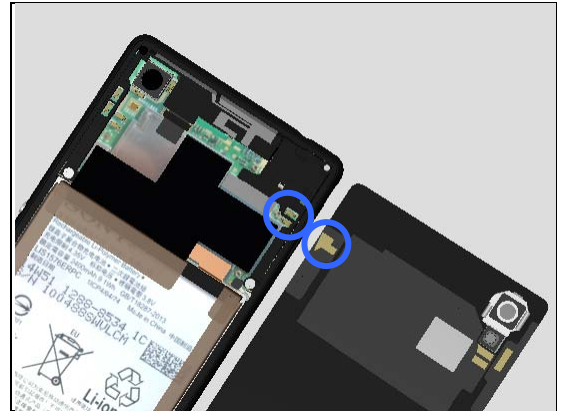
1.14.1 Bluetooth or WLAN connection failure

Check:

Inspect the contact pads on BT/WLAN FPC Antenna and the contact pins on Main PBA.

Action:

1. If dirty or oxidized – clean the pad and pin.
2. If the antenna is damaged – replace the BT/WLAN FPC Antenna.
3. If the contact pins on Main PBA is damaged – replace the Main PBA.



Problem Areas

1.15 GPS

1.15.1 GPS malfunctions

Check:

Inspect the contact pad on GPS FPC Antenna and the contact pin on Main PBA.

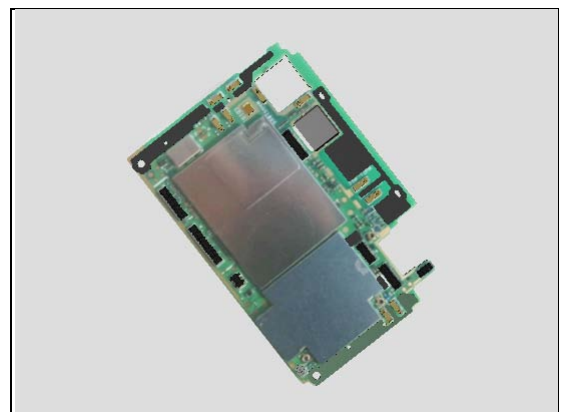
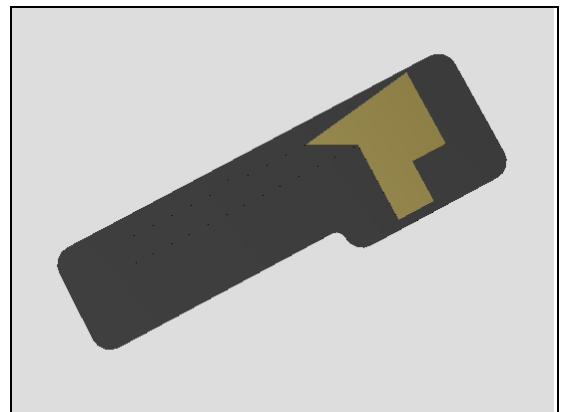
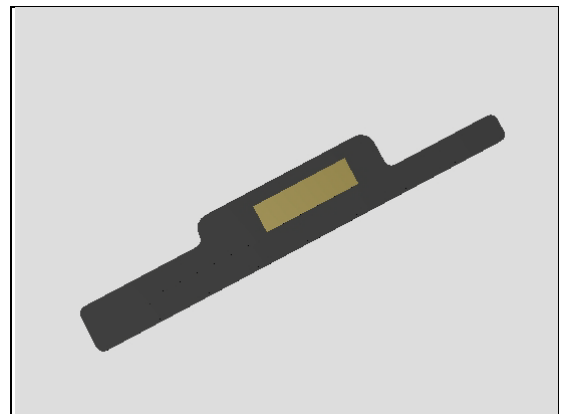
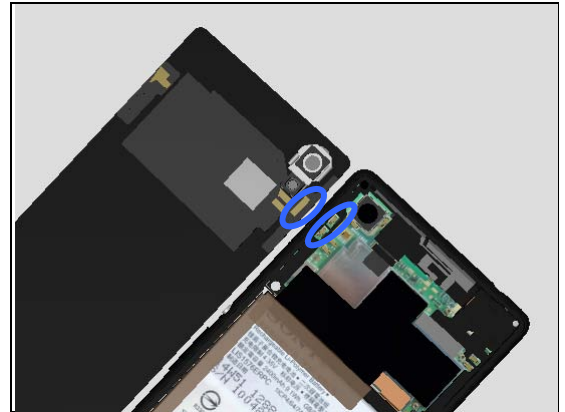
Action:

1. If dirty or oxidized – clean the pad and pin.
2. If the GPS FPC Antenna is damaged – replace the GPS FPC Antenna.

Action:

1. If dirty or oxidized – clean the pad and pin.
2. If the antenna is damaged – replace the GPS FPC Antenna.

2. Replace the Main PBA.

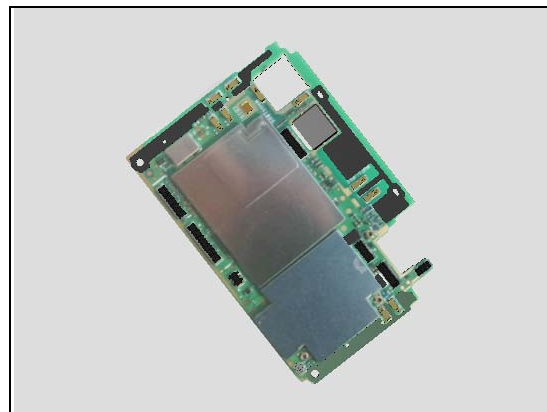


Problem Areas

1.16 Compass

1.16.1 Compass fails

Replace the Main PBA



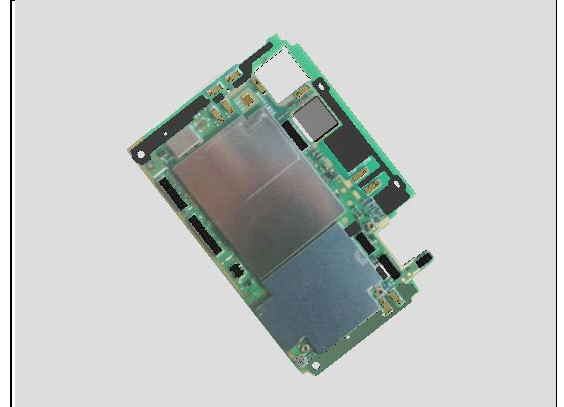
Problem Areas

1.17 Accelerometer

1.17.1 Accelerometer test fails

Action:

1. Follow the calibrations in Test and Calibration 1297-3232.
2. Replace Main PBA.



Problem Areas

1.18 Proximity Switch

1.18.1 Proximity Switch malfunctions

Check:

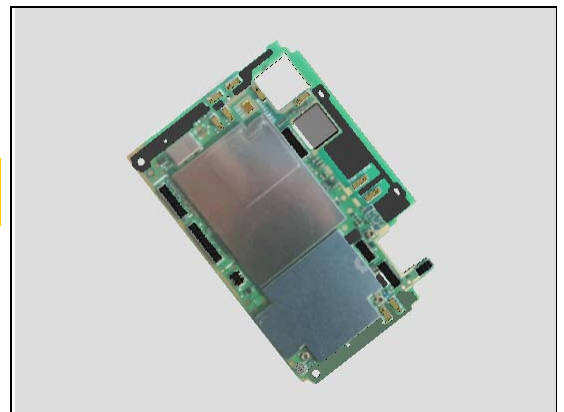
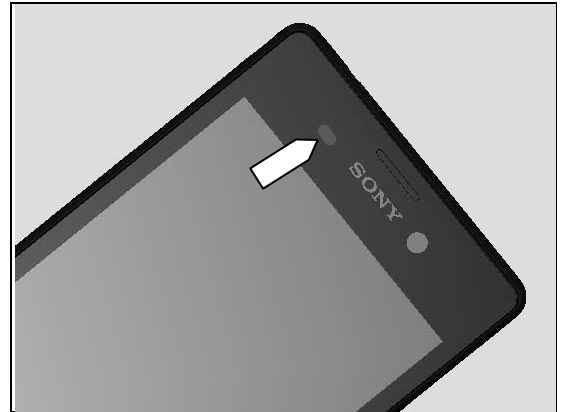
Inspect the external window area of Proximity Switch on the Front Cover Assy.

Action:

1. If dirty – clean it.
2. If scratched or damaged – replace the Front Cover Assy.

Run P-Sensor Calibration according to Test and Calibration 1297-3232!

4. Replace Main PBA.



Problem Areas

1.19 Real Time Clock

1.19.1 Real time clock test fails

Action:

Replace Main PBA.

Problem Areas

1.20 Total call time

1.20.1 Total call time fails

Action:

Replace Main PBA.

Problem Areas

1.21 Storage

1.21.1 Memory Card not detected

Check:

Check that the memory card is properly inserted.

Action:

If not – insert the memory card correctly.

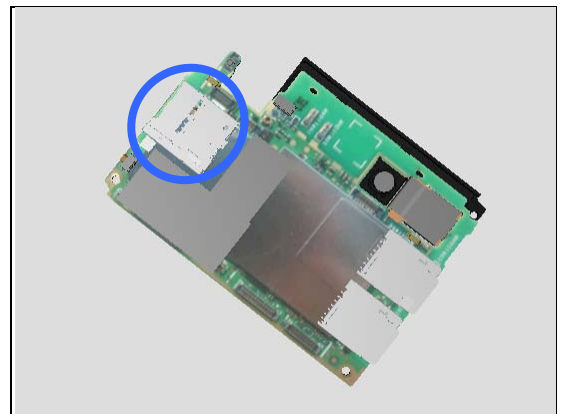


Check:

Inspect the memory card holder on Main PBA.

Action:

1. If dirty or clogged – clean the holder.
2. Replace Main PBA.



Problem Areas

1.22 Security

1.22.1 Security fails

Action:

Replace Main PBA.

Problem Areas

1.23 FM Radio

1.23.1 No/Poor FM Radio reception

Check:

Inspect the external port of the Audio Jack.

Action:

If clogged – clean the connector.

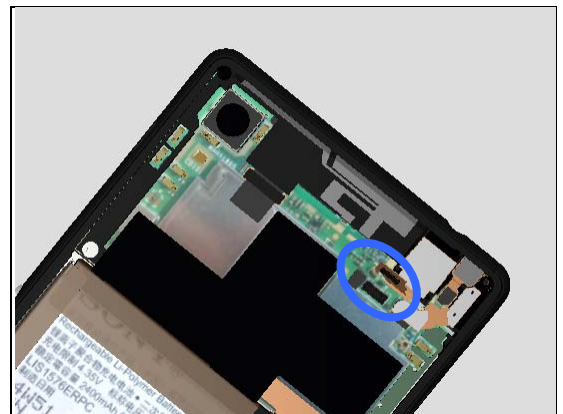


Check:

Inspect the connection between the FPC Audio Jack and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean BtB connector.

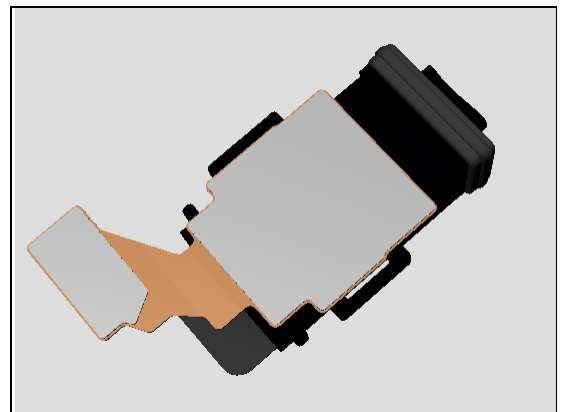


Check:

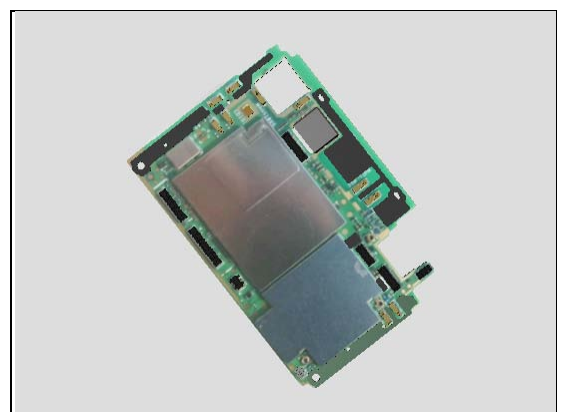
Inspect the FPC Audio Jack.

Action:

1. If the FPC Audio Jack is damaged – replace it.



2. Replace Main PBA.



Problem Areas

1.24 Battery Health test

1.24.1 Battery Health test fails

Refer to 1295-8375 Test Instruction 2.4 Battery Test!

Problem Areas

1.25 Verify Certificates

1.25.1 Verify Certificates fails

This test is not applicable for this product.

Problem Areas

1.26 Network & Signal

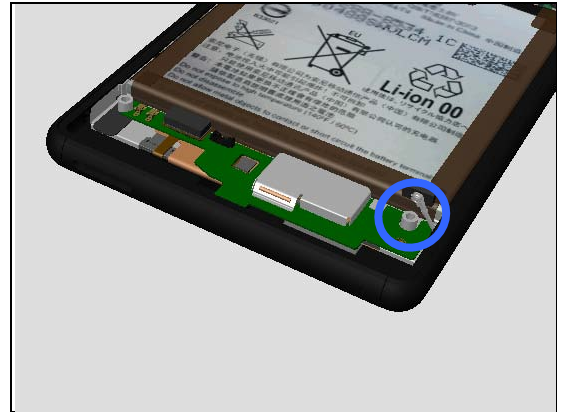
1.26.1 No/Poor signal

Check:

Inspect the connection between the RF Cable and the Sub Antenna PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the connector.



Check:

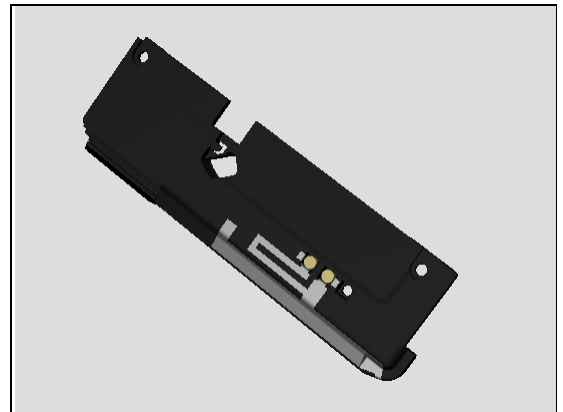
Inspect the antenna Pins on Speaker Module Assy and the contact pads on Sub Antenna PBA.

Action:

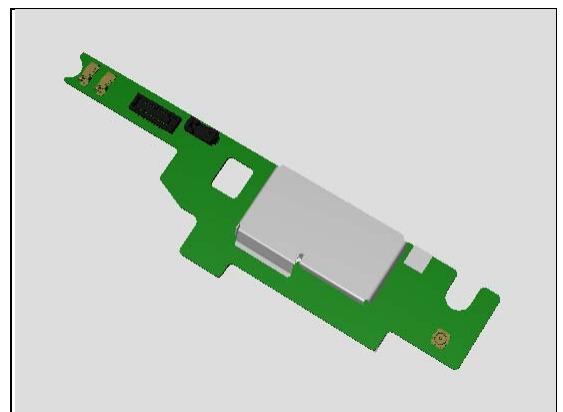
1. If dirty or oxidized – clean the antenna pads and the pins.



2. If contact pins are damaged - replace the Speaker Module Assy.



2. If the contact pads are damaged – replace the Sub Antenna PBA.



Problem Areas: Network & Signal

Check:

Inspect the connections between the RF Cable and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the connector.



Check:

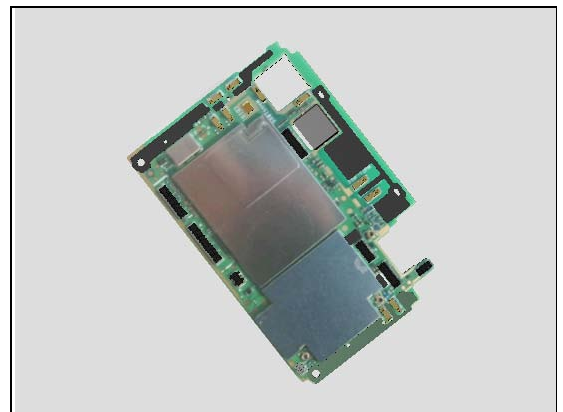
Replace the Main PBA with a known working one and test the network.

Action:

1. If the network is still not working – replace the Front Cover Assy.



2. Replace Main PBA.



Problem Areas

1.27 SIM

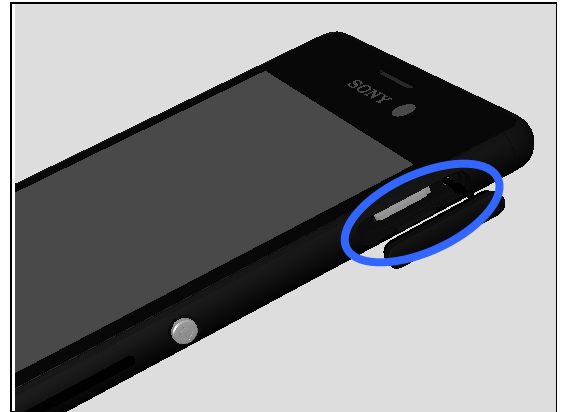
1.27.1 SIM not detected

Check:

Inspect the external port of the SIM card holder and check if a SIM card can be properly inserted.

Action:

If clogged – clean the external port.

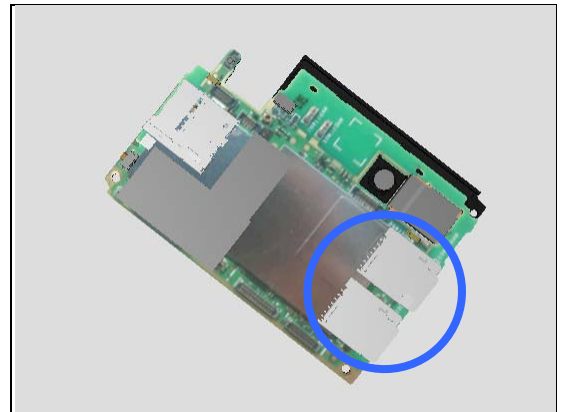


Check:

Inspect the SIM card holder on Main PBA.

Action:

1. If dirty or clogged – clean the holder.
2. Replace Main PBA.



1.27.2 Incorrect SIM indicated

Check:

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

Action:

1. Use a proper operator SIM or test SIM.
2. Customize in Emma to the correct SI according label.
3. Replace Main PBA.



Problem Areas

1.28 Charging

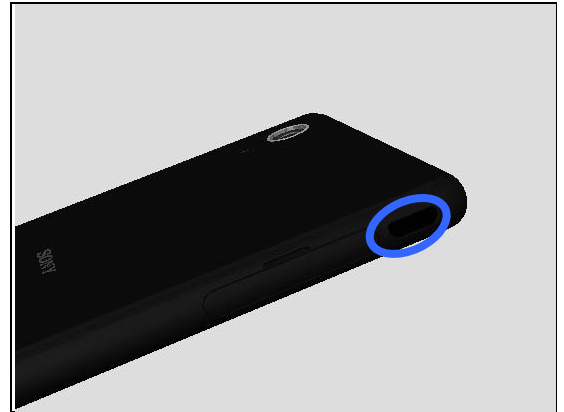
1.28.1 Battery will not charge by USB connector

Check:

Inspect the USB connector.

Action:

If dirty, clogged or oxidized – clean the connector.

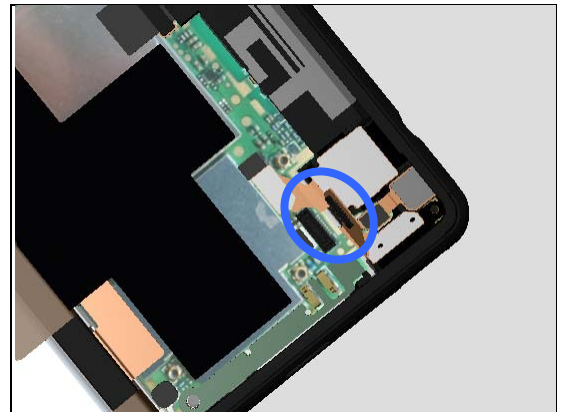


Check:

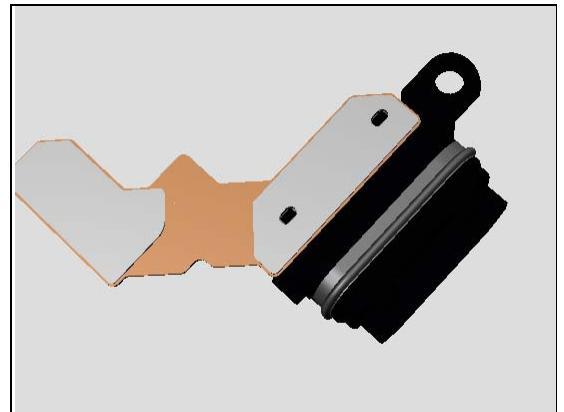
Inspect the connection between the FPC USB Assy and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the BtB connector.



3. If the FPC USB Assy or its flex is damaged – replace the FPC USB Assy.



Check:

Inspect the connection between the Battery and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the BtB connector.

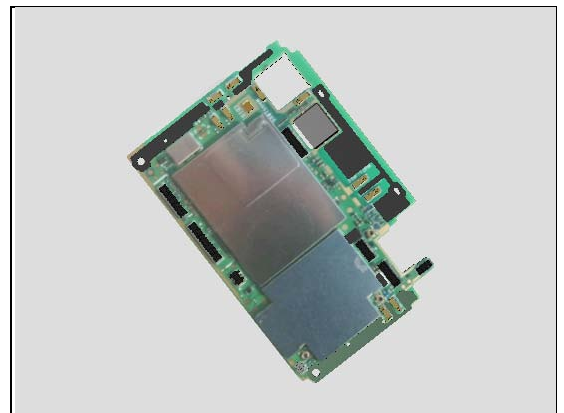


Problem Areas: Charging

3. If the Battery or its flex is damaged – replace the Battery.



4. Replace Main PBA.



Problem Areas

1.29 NFC

1.29.1 NFC malfunctions

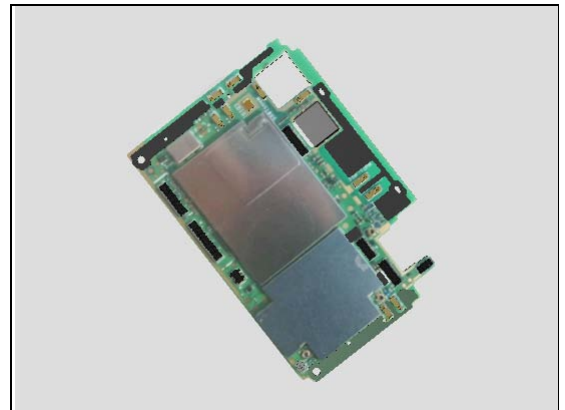
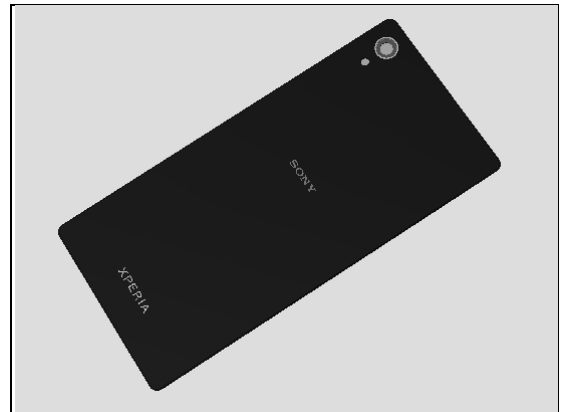
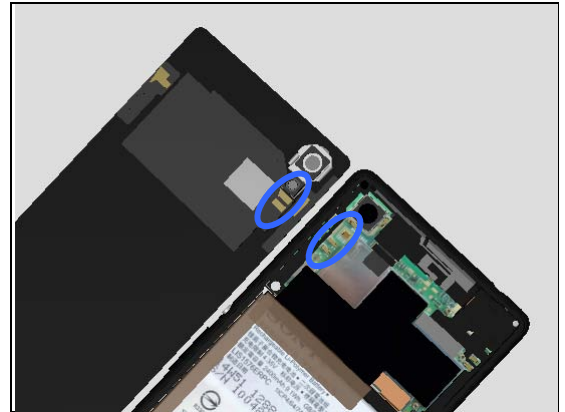
Check:

Inspect the NFC antenna contact pads on Back Panel and the contact pins on Main PBA.

Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the NFC antenna contact pads are damaged – replace the Panel Back.

3. Replace the Main PBA.



Problem Areas

1.30 Audio Jack test

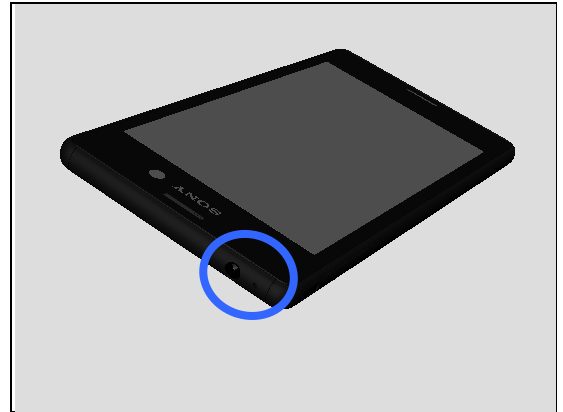
1.30.1 Connection to portable Handsfree fails

Check:

Inspect the external port of the Audio Jack.

Action:

1. If clogged – clean the connector.

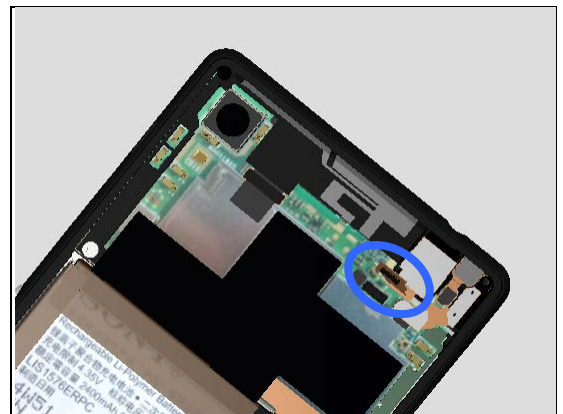


Check:

Inspect the connection between the FPC Audio Jack and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean BtB connector.

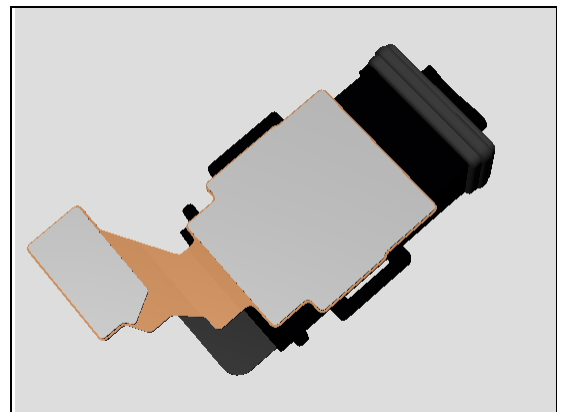


Check:

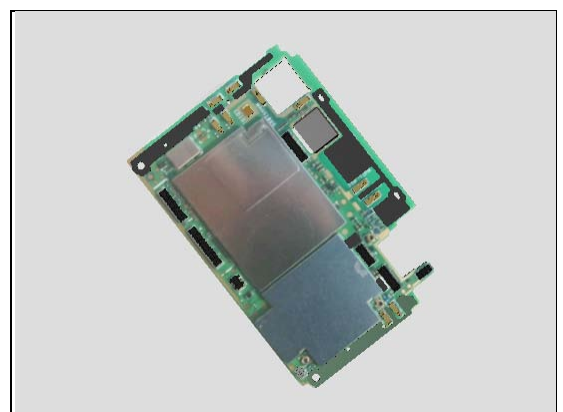
Inspect the FPC Audio Jack.

Action:

1. If the FPC Audio Jack is damaged – replace it.



4. Replace Main PBA.



Problem Areas

1.31 Data Communication

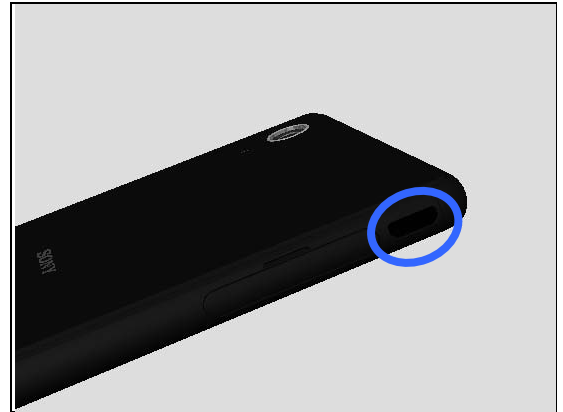
1.31.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

If dirty, clogged or oxidized – clean the connector.

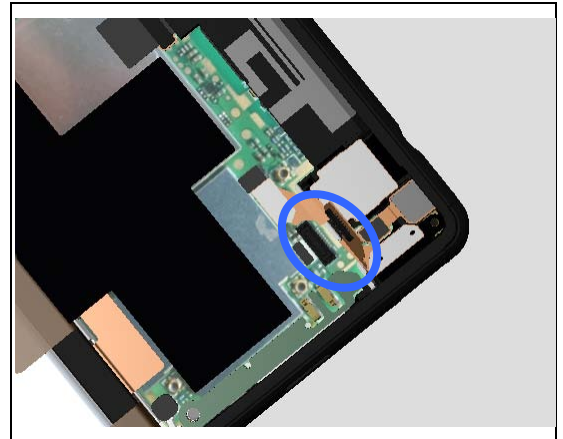


Check:

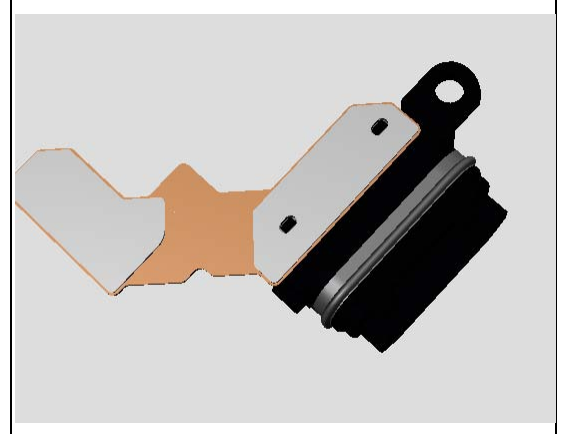
Inspect the connection between the FPC USB Assy and the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the BtB connector.



3. If the FPC USB Assy or its flex is damaged – replace the FPC USB Assy.



Problem Areas

1.32 Water Resistance

1.32.1 Water Resistance fails

Check:

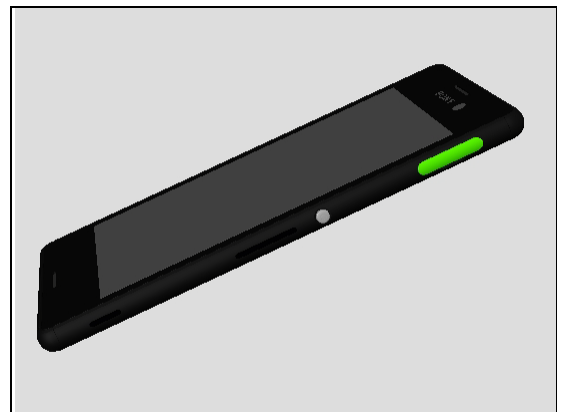
Inspect the Cap SD.

Action:

1. If dirty – clean it.
2. If not properly assembled – disassemble and reassemble.

3. If the Cap SD is damaged – replace it.

Run the Water Resistance Test again!



Check:

Inspect the Cap SIM.

Action:

1. If dirty – clean it.
2. If not properly assembled – disassemble and reassemble.

3. If the Cap SD is damaged – replace it.

Run the Water Resistance Test again!

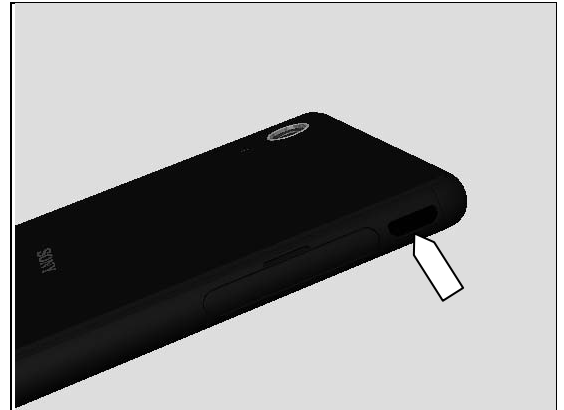
Problem Areas: Water Resistance

Check:

Seal the FPC USB Assy with tape and run the Water Resistance Test. If the leakage is here, inspect the FPC USB Assy.

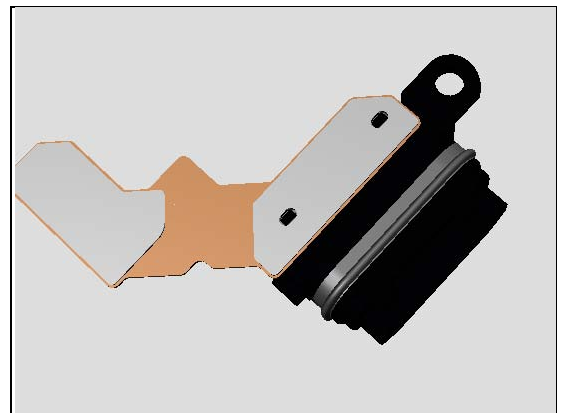
Action:

1. If not properly assembled – disassemble and reassemble.



2. If the FPC USB is damaged – replace it.

Run the Water Resistance Test again!

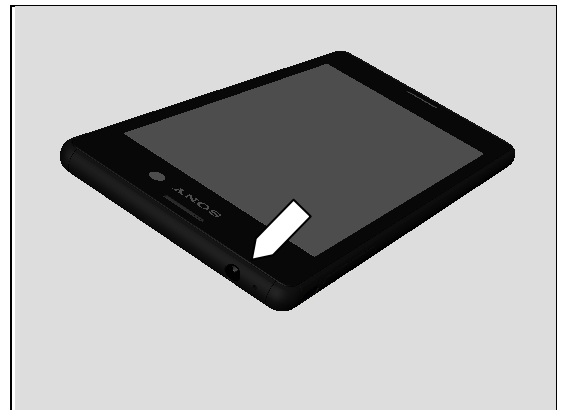


Check:

Seal the FPC Audio Jack Assy with tape and run the Water Resistance Test. If the leakage is here, inspect the FPC Audio Jack Assy.

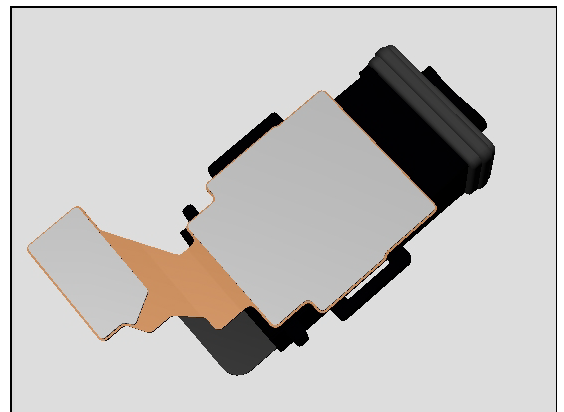
Action:

1. If not properly assembled – disassemble and reassemble (with a new Adhesive Audio Jack).



2. If the FPC Audio Jack is damaged – replace it.

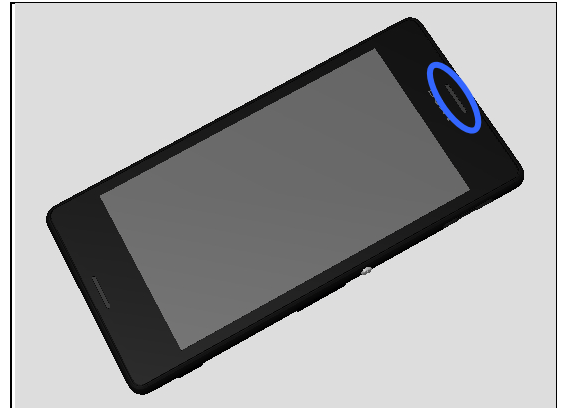
Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

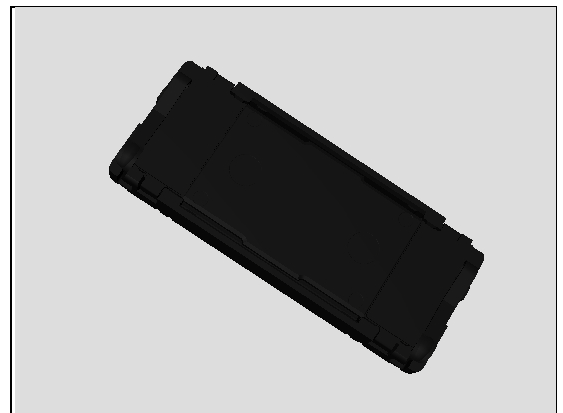
Seal the area around the Earspeaker with tape and run the Water Resistance Test. If the leakage is here, inspect the Earspeaker.



Action:

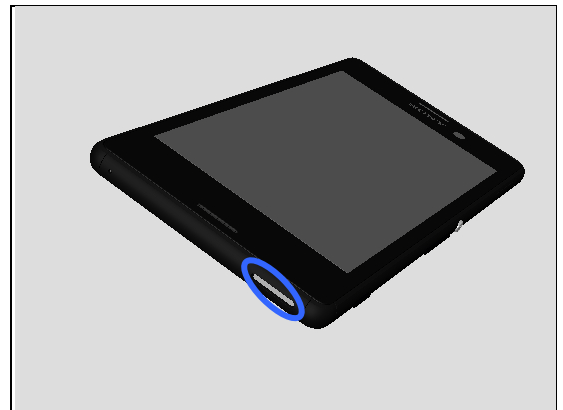
If not properly assembled or damaged – replace the Earspeaker (with a new Adhesive Earspeaker).

Run the Water Resistance Test again!



Check:

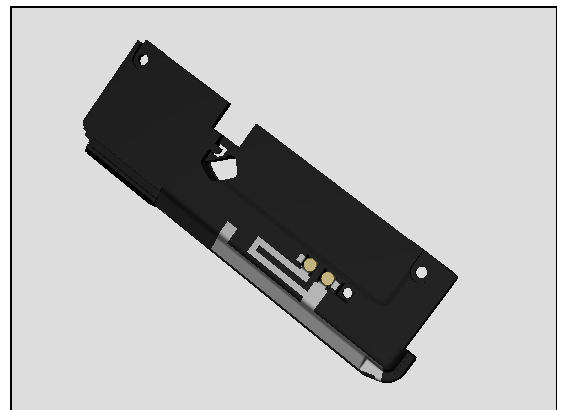
Seal the area around the Loudspeaker with tape and run the Water Resistance Test. If the leakage is here, inspect the Speaker Module Assy.



Action:

If the Speaker Module Assy is causing the leakage – replace the Speaker Module Assy

Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

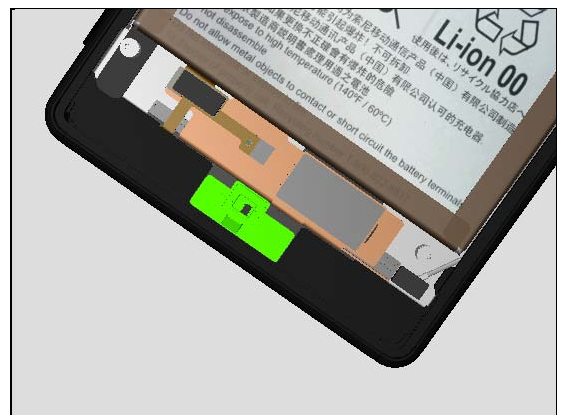
Seal the area around the 1st Microphone port with tape and run the Water Resistance Test. If the leakage is here, inspect the.



Action:

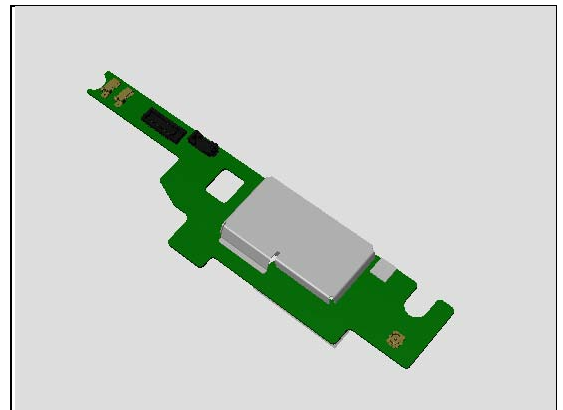
1. If the 1st Mic Rubber or 1st Mic Mesh is causing the leakage – replace 1st Mic Rubber and 1st Mic Mesh.

Run the Water Resistance Test again!



2. If the 1st Microphone is causing the leakage – replace Sub Antenna PAB.

Run the Water Resistance Test again!



Check:

Inspect the external port of the secondary microphone and the Holder 2nd Mic.



Problem Areas: Water Resistance

Action:

1. If the 2nd Mic Assy is damaged – replace it
- Run the Water Resistance Test again!**



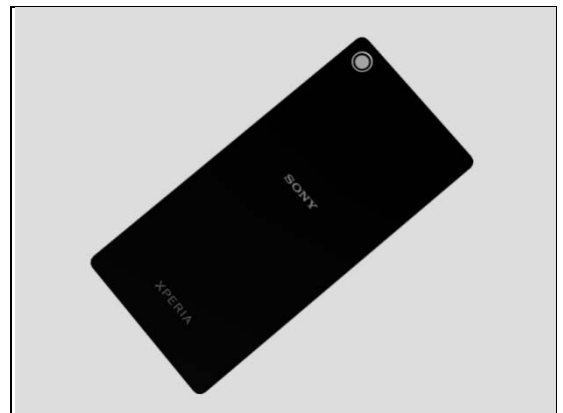
Check:

Inspect the edge of Panel Back for damage and gap.

Action:

1. If the edge of Panel Back has gap – reassembly it (with a new adhesive).
2. If the Panel Back is damaged – replace it.

Run the Water Resistance Test again!



Check:

Seal the unit around the Display with tape and run the Water Resistance Test. Inspect the edge of Front Cover Assy for damage and gap.



Action:

If the leakage is around the edge of Front Cover Assy or Front Cover Assy is damaged – replace it.

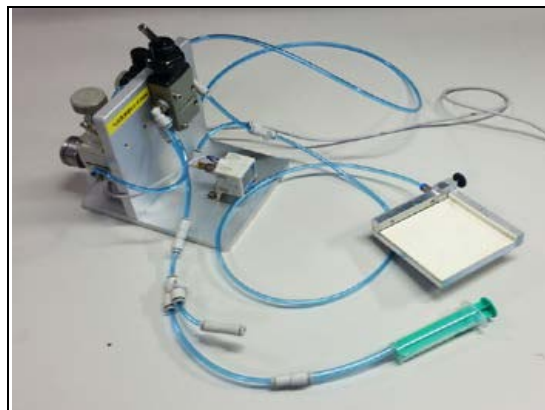
Run the Water Resistance Test again!



Problem Areas: Water Resistance

The WRT Troubleshooting Equipment 1280-2408 could be used to speed up the trouble shooting procedure during location of the leakage.

Please see SI 20231-XXXXX and the Generic Repair Manual 1220-1333 rev 23



2 Revision History

Rev.	Date	Changes / Comments
1	2015-May-06	Initial release