

# SONY

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## Troubleshooting Guide

- mechanical -



*Xperia™ Z2 Tablet*

SGP511,SGP512,SGP521,SGP541,SGP551SGP561

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***Always firstly disconnect the Battery BtB connector to cut off power supply when the Display Assembly RoW is disassembled.***

***Always finally connect the Battery BtB connector before the Display Assembly RoW is reassembled.***

## 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:**

Perform a force shut down, press power key and volume up key for 10 seconds and then power on the unit again.



2. If NO Notification LED blink is detected, check that the battery is charging when connected to a charger.

*Follow Test Instruction (Charging via USB), Diagnostic Battery / Charging status.*

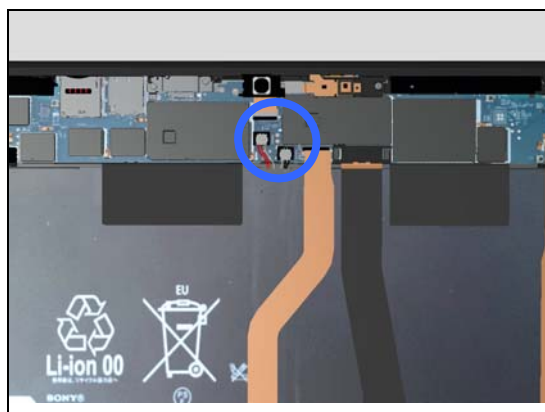


**Check:**

Inspect the BtB connector of Battery to Main PBA.

**Action:**

1. Remove and reconnect Battery, test charging and then test powering on the unit.
2. If dirty or oxidized – clean it.
3. If the BtB contact on Battery or Battery is damaged – replace Battery.

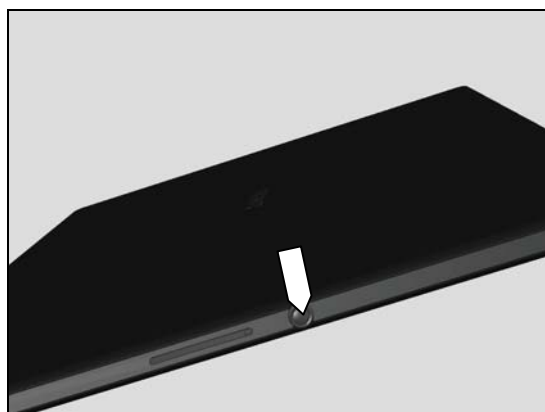


**Check:**

Inspect the on/off key.

**Action:**

Refer to section 1.2.3 'On/Off Key'.



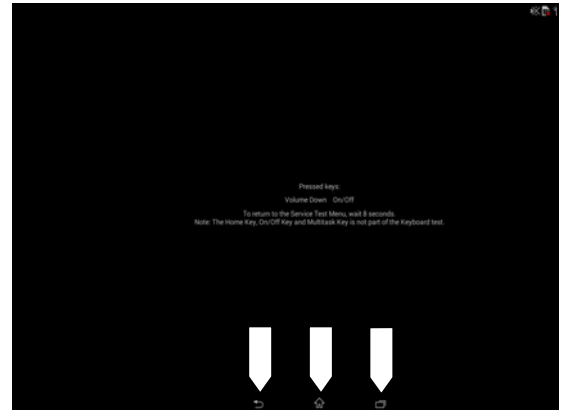
## Problem Areas

### 1.2 Keys

#### 1.2.1 Menu, Home and Multitask Keys

**Action:**

1. Refer to section 1.3 'Touch Screen'.
2. Replace Main PBA.



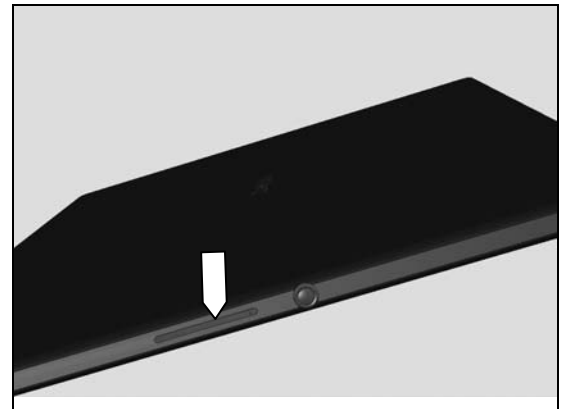
#### 1.2.2 Volume Key

**Check:**

Inspect the external area of the Key Volume.

**Action:**

If dirty – clean it.

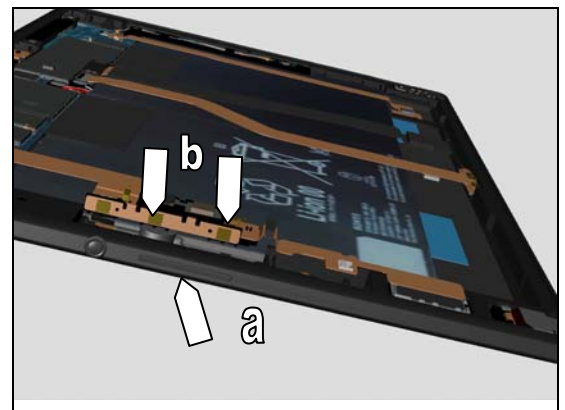


**Check:**

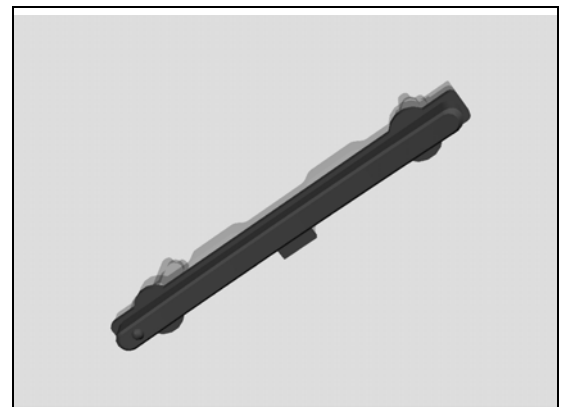
Inspect the Key Volume (a) and volume key switch (b).

**Action:**

1. If dirty – clean them.



2. If the volume key is damaged – replace the Key Volume.



## Problem Areas

3. If the volume key switch is damaged – replace the Key Flex module.

**Check:**

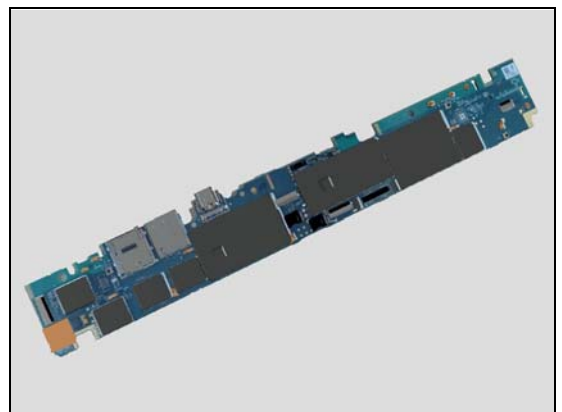
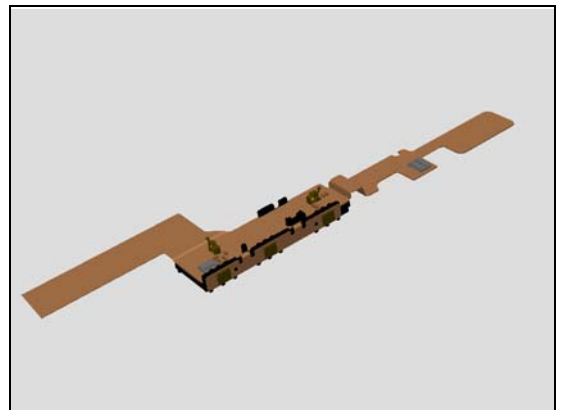
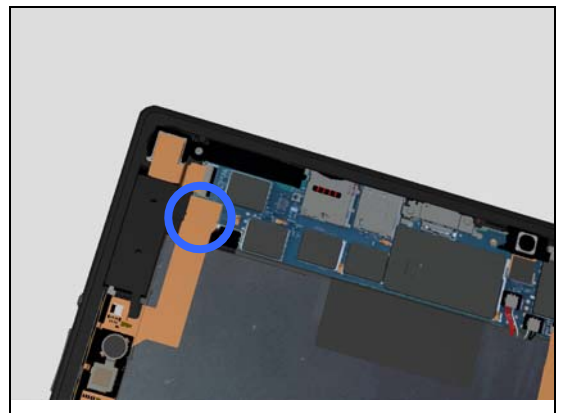
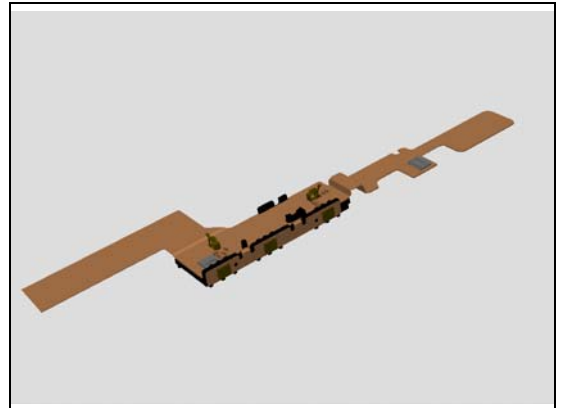
Inspect the BtB connector of the Key Flex module to Main PBA.

**Action:**

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

3. If the BtB connector of the Key Flex module is damaged – replace the Key Flex module.

4. Replace Main PBA.



## Problem Areas

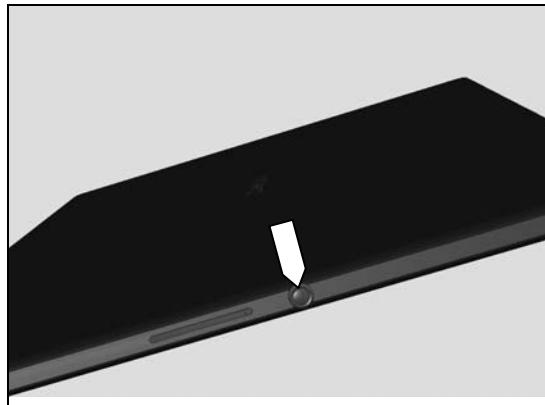
### 1.2.3 On/Off Key

**Check:**

Inspect the external area of the on/off key.

**Action:**

If dirty – clean it.

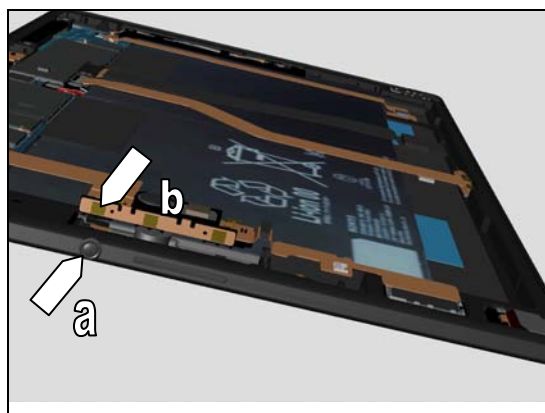


**Check:**

Inspect the on/off key (a) and on/off key switch (b).

**Action:**

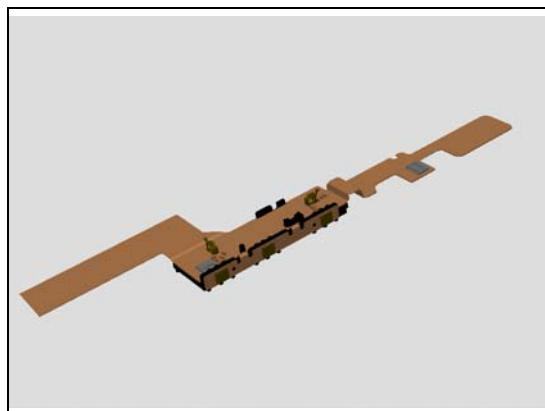
1. If dirty – clean them.



2. If the on/off key is damaged – replace the Main Frame.



3. If the on/off key switch is damaged – replace the Key Flex module





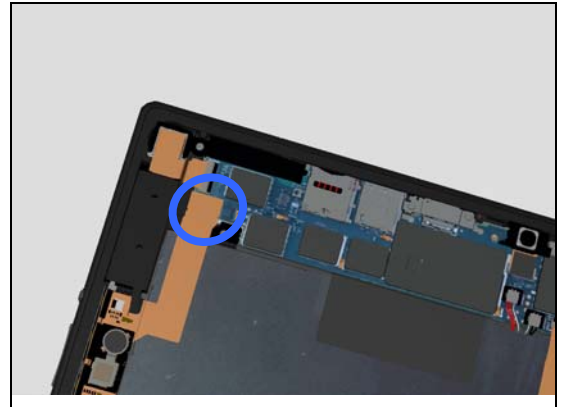
## Problem Areas

**Check:**

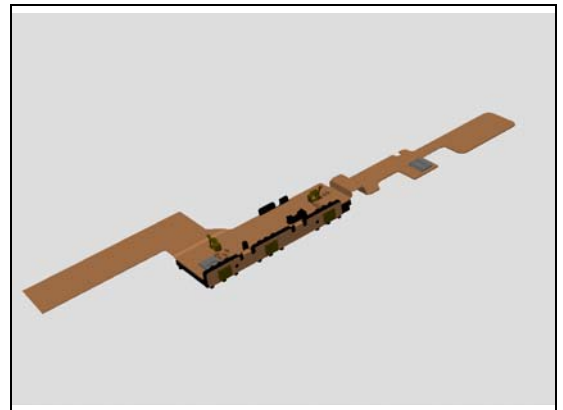
Inspect the BtB connector of Key Flex module to Main PBA.

**Action:**

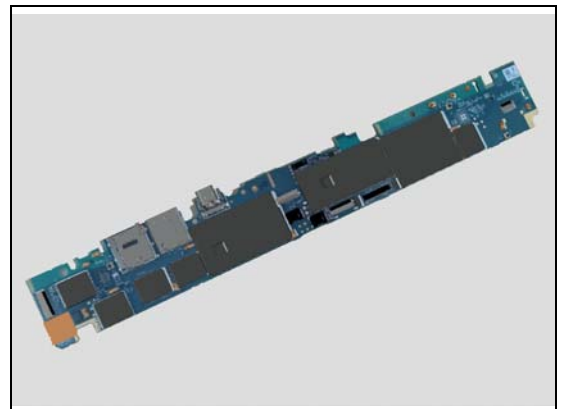
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the BtB connector of Key Flex module is damaged – replace the Key Flex module.



4. Replace Main PBA.



## Problem Areas

### 1.3 Touch Screen

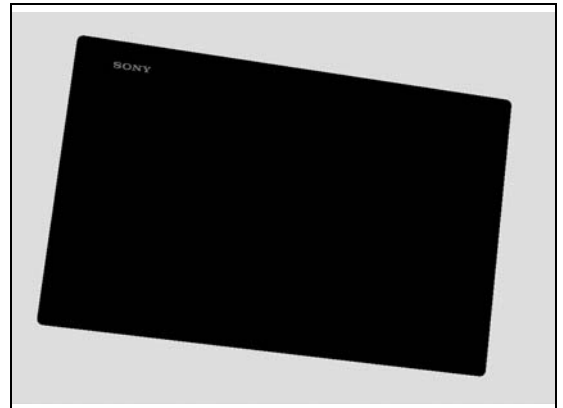
#### 1.3.1 Touch Screen malfunction

**Check:**

Inspect the touch screen of the Display Assembly RoW.

**Action:**

1. If dirty – clean it.
2. If scratched or damaged – replace the Display Assembly RoW.

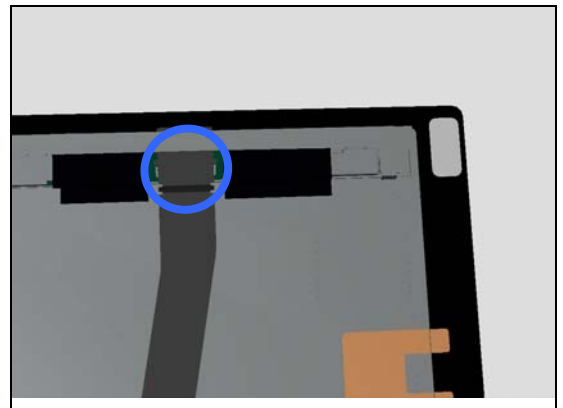


**Check:**

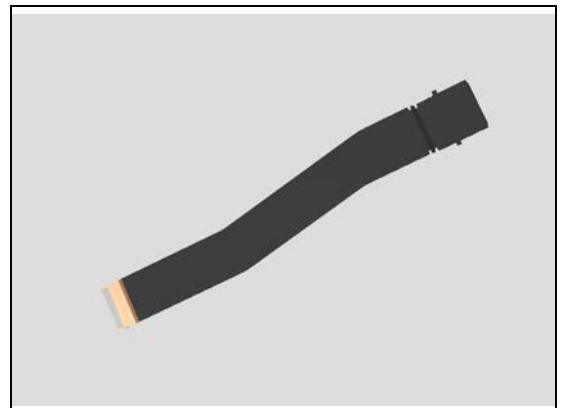
Inspect the ZIF connector of the Display Assembly RoW to Relay LCD Flex.

**Action:**

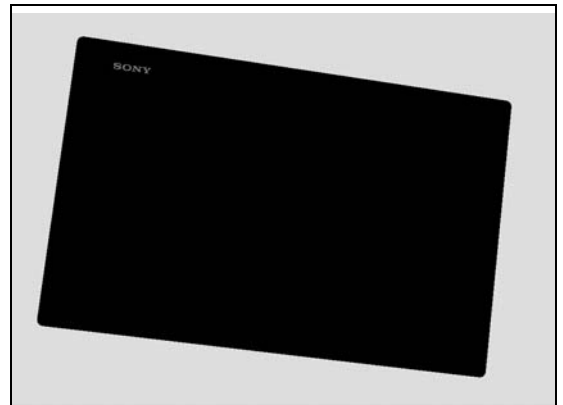
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



3. If the FPC or connector of Relay LCD Flex is damaged – replace Relay LCD Flex.



4. If the ZIF connector of Display Assembly RoW is damaged – replace Display Assembly RoW.



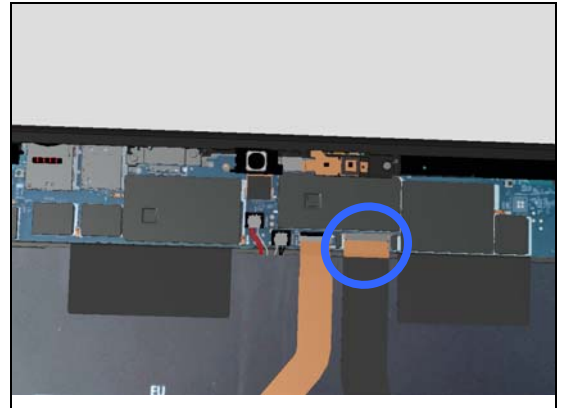
## Problem Areas

### Check:

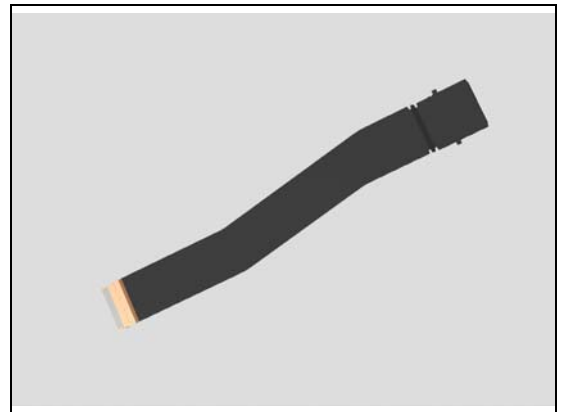
Inspect the BtB connector of the Relay LCD Flex to Main PBA.

### Action:

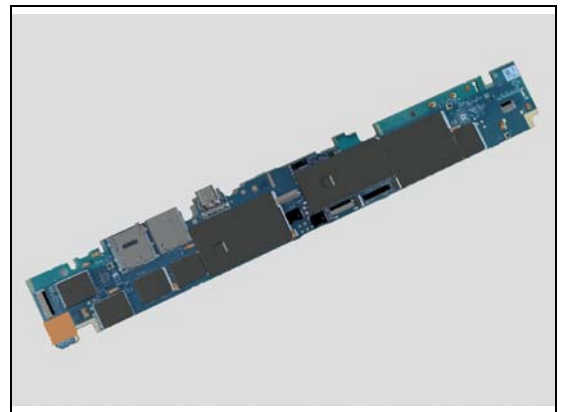
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



3. If the FPC or connector of Relay LCD Flex is damaged – replace Relay LCD Flex.



4. Replace Main PBA



## Problem Areas

### 1.4 Display

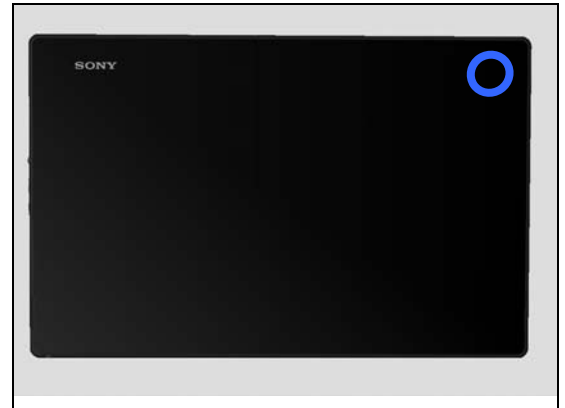
#### 1.4.1 Graphics & Illumination

**Check:**

Check whether the Notification LED blinks after the on/off key has been pressed.

**Action:**

If the Notification LED blink described above is not detected, refer to section 1.1 'Power'.

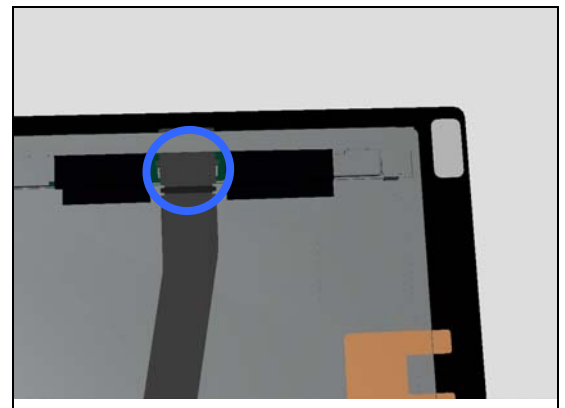


**Check:**

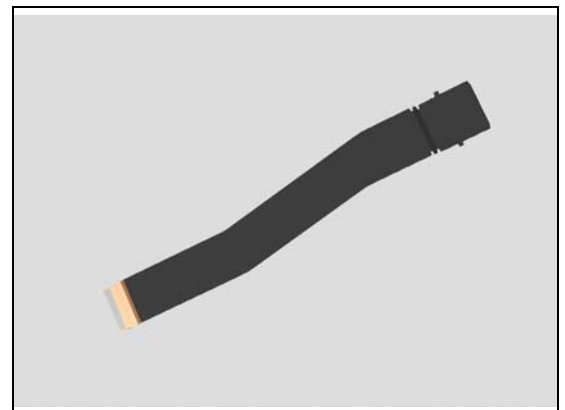
Inspect the ZIF connector of the Display Assembly RoW to Relay LCD Flex.

**Action:**

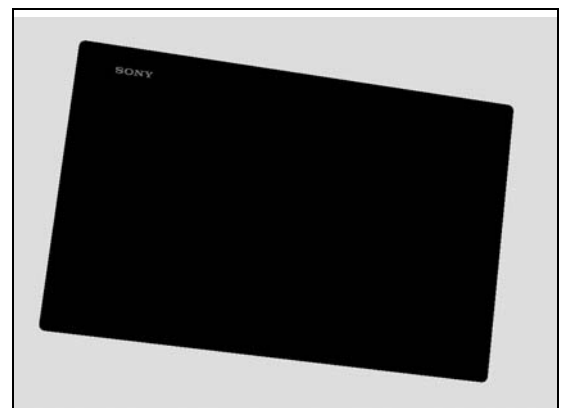
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



3. If the FPC or connector of Relay LCD Flex is damaged – replace Relay LCD Flex.



4. If the ZIF connector of Display Assembly RoW is damaged – replace Display Assembly RoW.



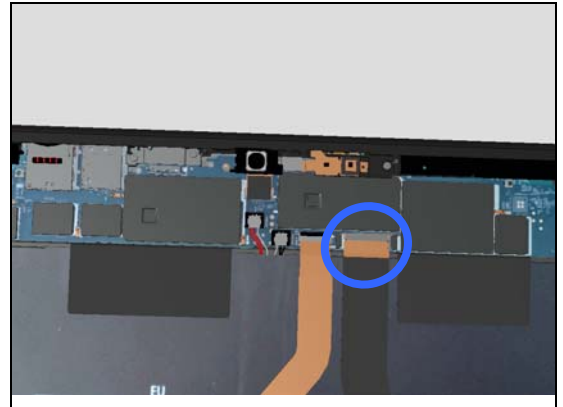
## Problem Areas

### Check:

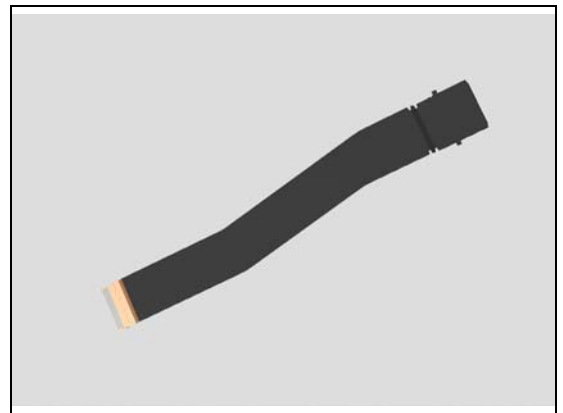
Inspect the BtB connector of the Relay LCD Flex to Main PBA.

### Action:

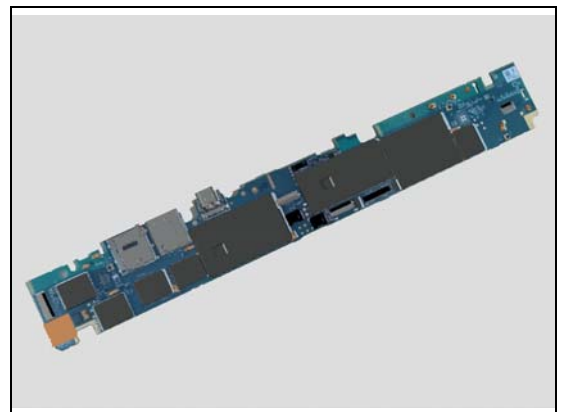
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



3. If the FPC or connector of Relay LCD Flex is damaged – replace Relay LCD Flex.



4. Replace Main PBA



## Problem Areas

### 1.5 LED/Illumination

#### 1.5.1 LED/Illumination

**Check:**

Inspect the external window area of the RGB LED on the Display Assembly RoW.

**Action:**

1. If dirty – clean it.

2. If the external window area is damaged – replace the Display Assembly RoW.

**Check:**

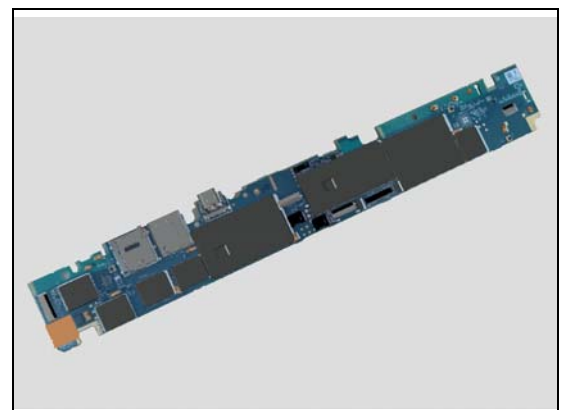
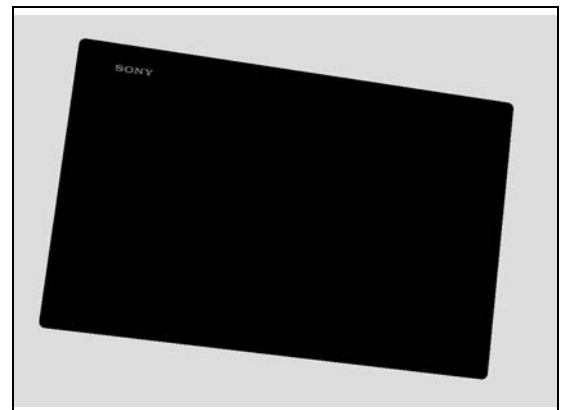
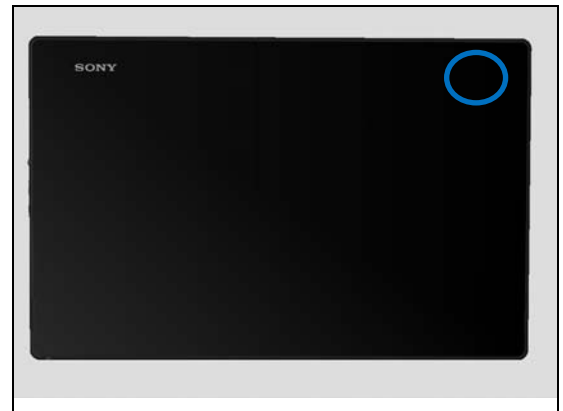
Inspect the RGB LED light guide on the Main Antenna.

**Action:**

1. If dirty – clean it.

2. If scratched or damaged – replace the Main Antenna.

3. If the RGB LED of Main PBA is damaged – replace Main PBA.



## Problem Areas

### 1.6 Speaker

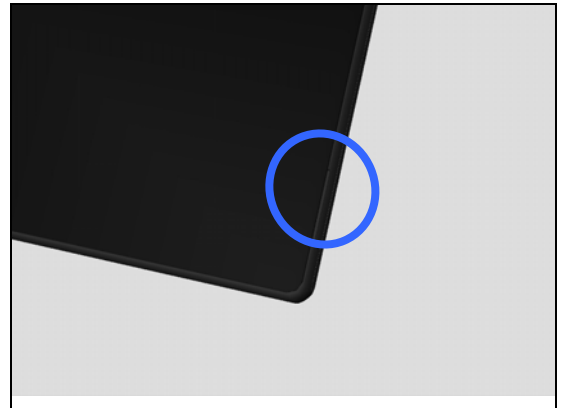
#### 1.6.1 Loudspeaker (Right channel)

**Check:**

Inspect the Loudspeaker external port Right on the Display Assembly RoW.

**Action:**

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



2. If the Loudspeaker external port is damaged – replace the Main Frame.

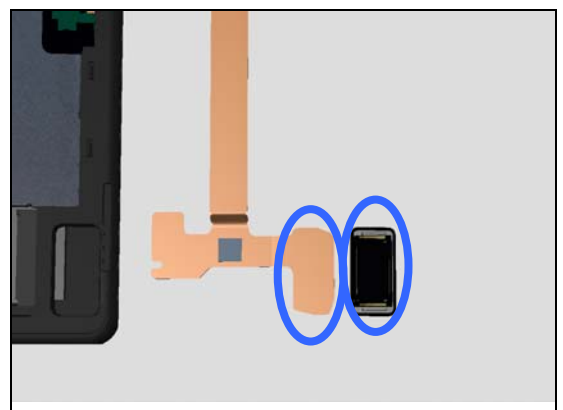


**Check:**

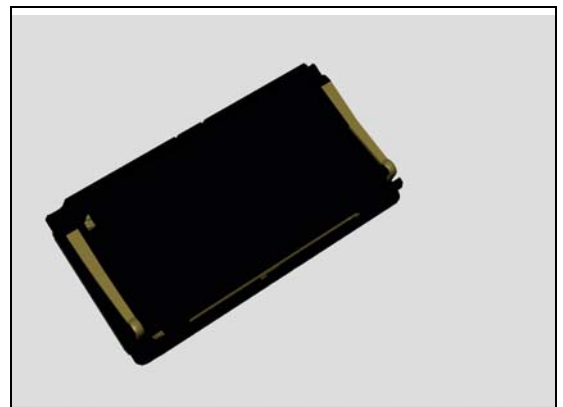
Inspect the contact pins of Loudspeaker and the contact pads on the SP Flex

**Action:**

1. If dirty – clean them.

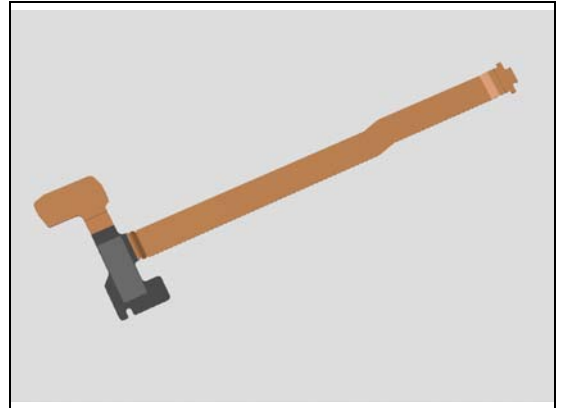


2. If the contact pins of Loudspeaker are damaged – replace the Loudspeaker + Ear Speaker.



## Problem Areas

3. If the SP Flex is damaged – replace it.

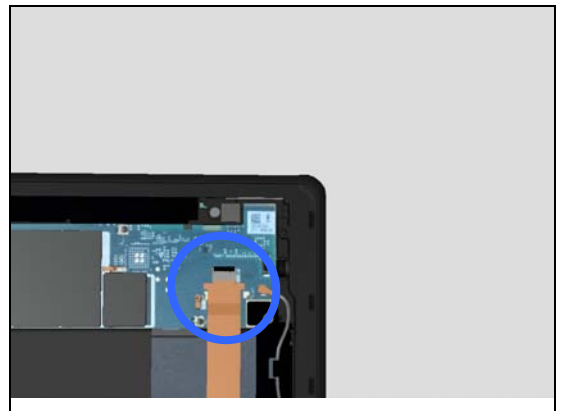


**Check:**

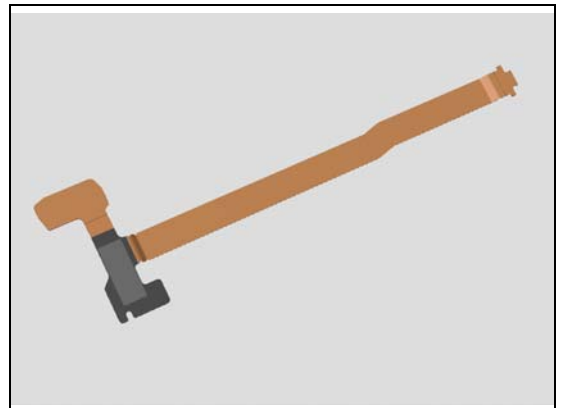
Inspect the ZIF connector of SP Flex to Main PBA.

**Action:**

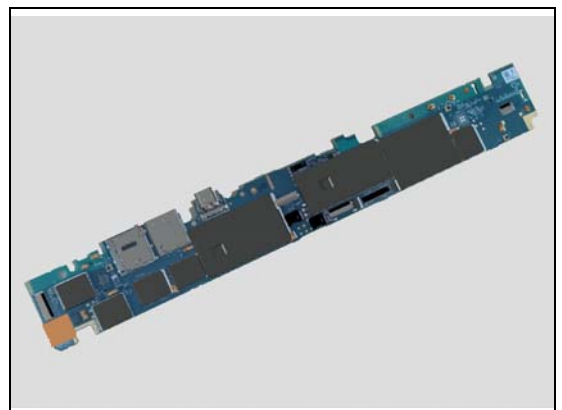
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



3. If the connector of SP Flex is damaged – replace it.



4. Replace Main PBA.





## Problem Areas

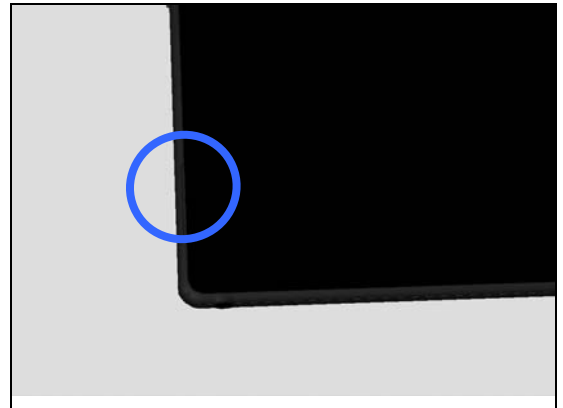
### 1.6.2 Loudspeaker (Left channel)

**Check:**

Inspect the Loudspeaker external port Left on the Display Assembly RoW.

**Action:**

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



2. If the Loudspeaker external port is damaged – replace the Main Frame.

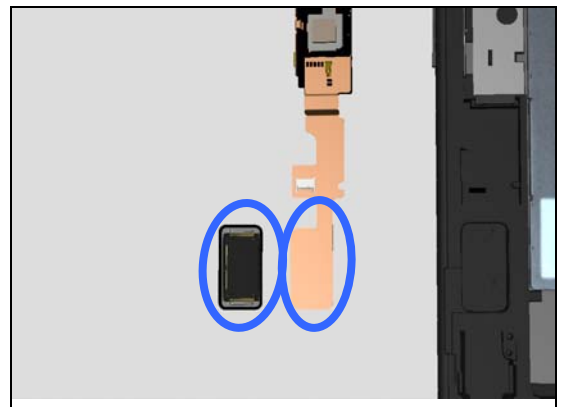


**Check:**

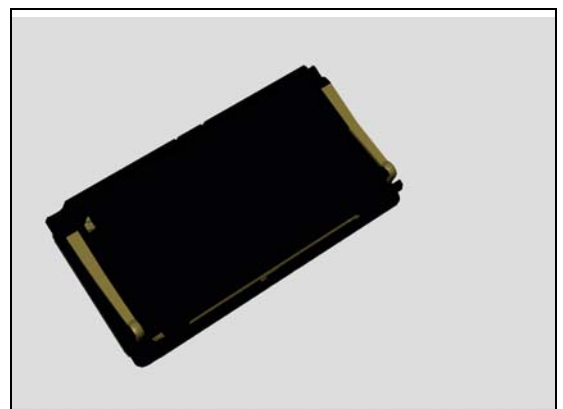
Inspect the contact pins of Loudspeaker and the contact pads on the Key Flex module.

**Action:**

1. If dirty – clean them.



2. If the contact pins of Loudspeaker are damaged – replace the Loudspeaker + Ear Speaker.



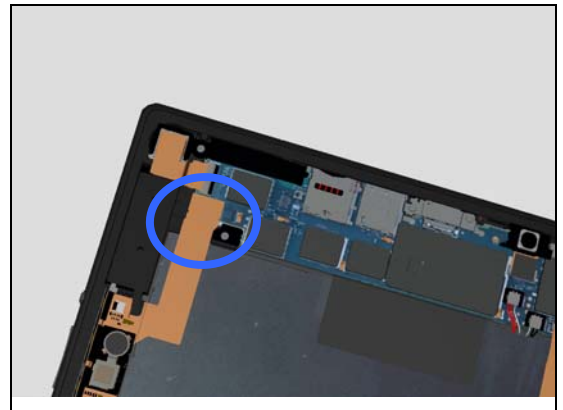
## Problem Areas

**Check:**

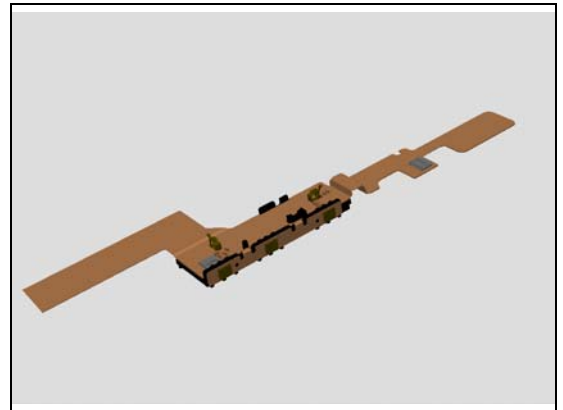
Inspect the BtB connector of Key Flex module to Main PBA.

**Action:**

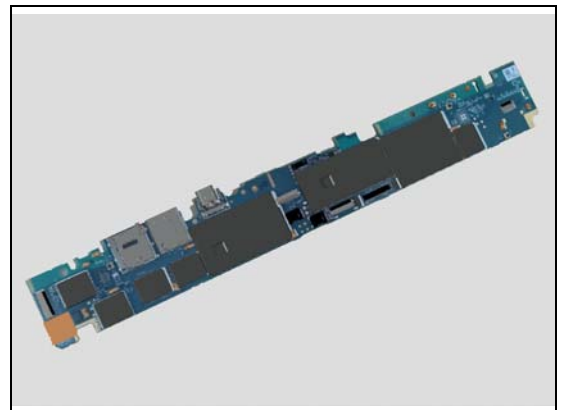
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



2. If the connector of Key Flex module is damaged – replace the Key Flex module.



3. Replace Main PBA.



## Problem Areas

### 1.7 Microphone

#### 1.7.1 Microphone

**Check:**

Inspect the microphone's external port on the Main Frame.

**Action:**

1. If clogged – clean it.

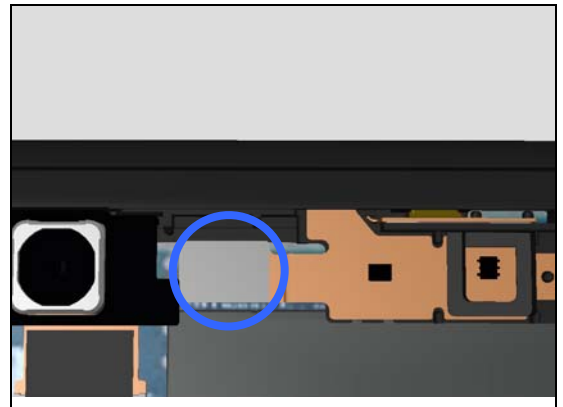


**Check:**

Inspect the BtB connector of Sensor Flex to Main PBA.

**Action:**

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



3. If the connector of Sensor Flex is damaged – replace Sensor Flex.



**Check:**

Inspect the microphone on the Sensor Flex.

**Action:**

1. If dirty – clean it.
2. If the microphone is damaged – replace Sensor Flex.
3. Replace Main PBA.



## Problem Areas

### 1.8 Vibrator

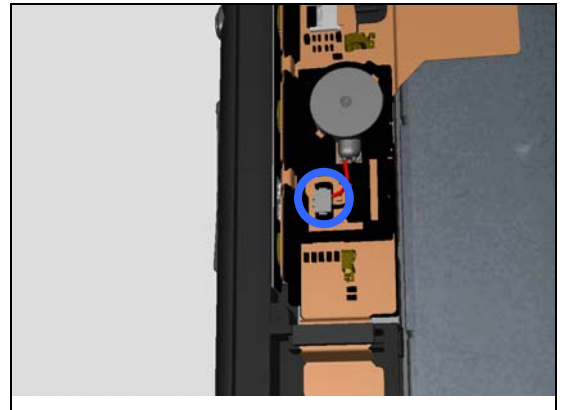
#### 1.8.1 Vibrator not generating alerts

**Check:**

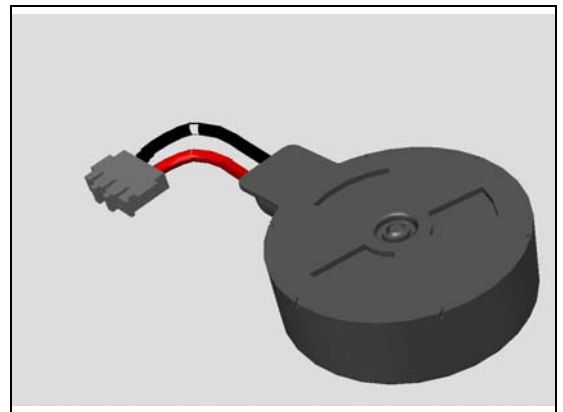
Inspect the connector of Vibrator to Key Flex module.

**Action:**

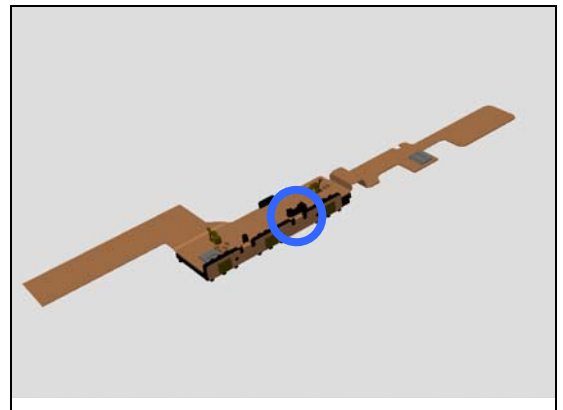
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



2. If the connector or flex of Key Flex module is damaged – replace the Key Flex module.

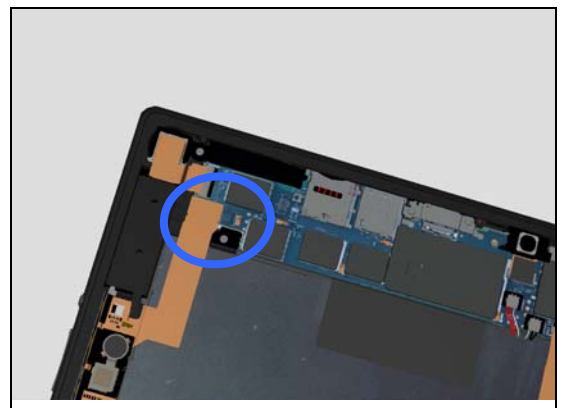


**Check:**

Inspect the BtB connector of Key Flex module to Main PBA.

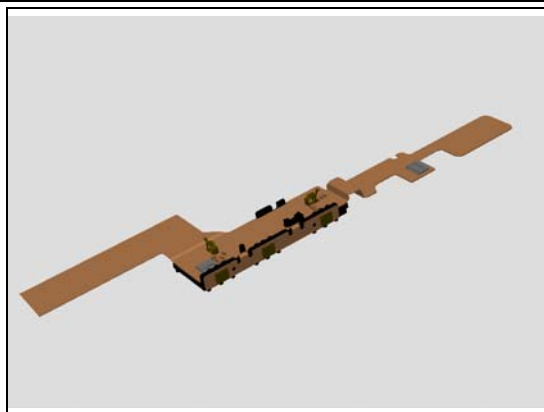
**Action:**

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

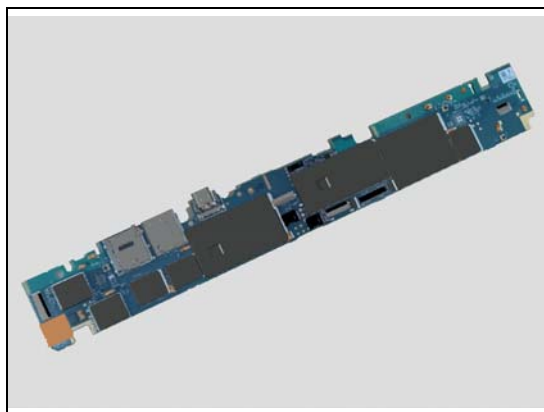


## Problem Areas

2. If the connector of Key Flex module is damaged – replace the Key Flex module.



3. Replace Main PBA.



## Problem Areas

### 1.9 Camera

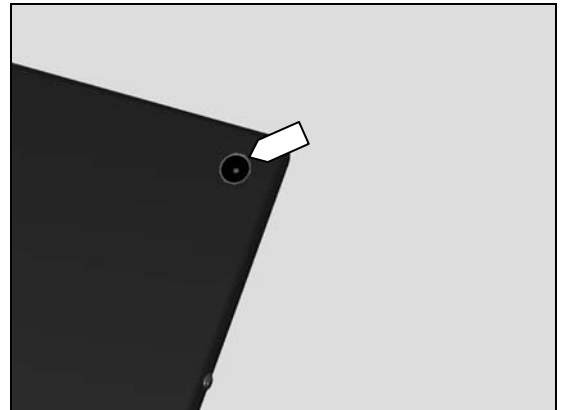
#### 1.9.1 Camera defects

**Check:**

Inspect the external area of camera window.

**Action:**

1. If dirty – clean it.



2. If scratched or damaged – replace the Main Frame.



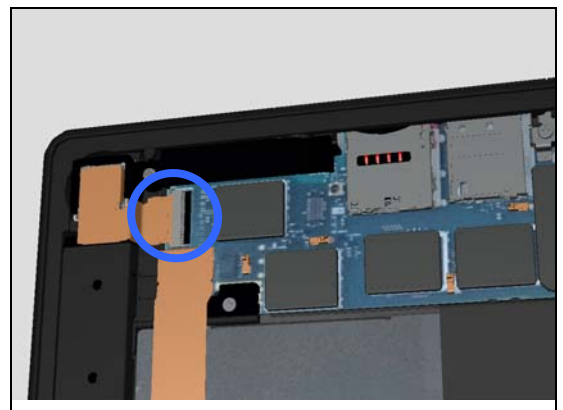
**Check:**

Inspect the BtB connector of Camera 8 MPixel to Main PBA.

**Action:**

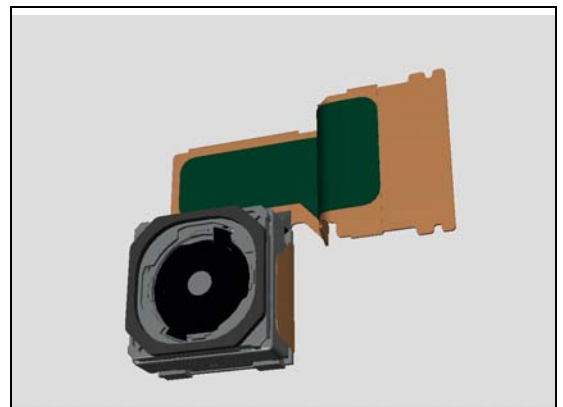
1. If not properly connected – disconnect and reconnect it.

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



3. If the BtB connector or the Camera 8 MPixel is damaged – replace the Camera 8 MPixel.

4. Replace Main PBA.



## Problem Areas

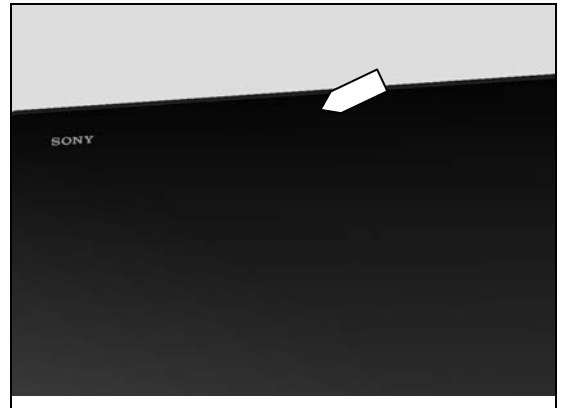
### 1.9.2 Video Call Camera defects

**Check:**

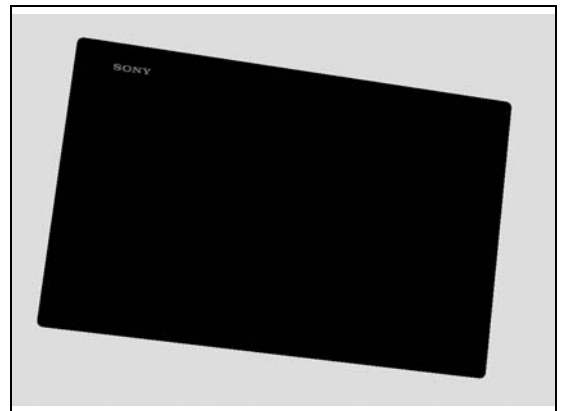
Inspect the external area of the video camera window.

**Action:**

1. If dirty – clean it.



2. If scratched or damaged – replace the Display Assembly RoW.

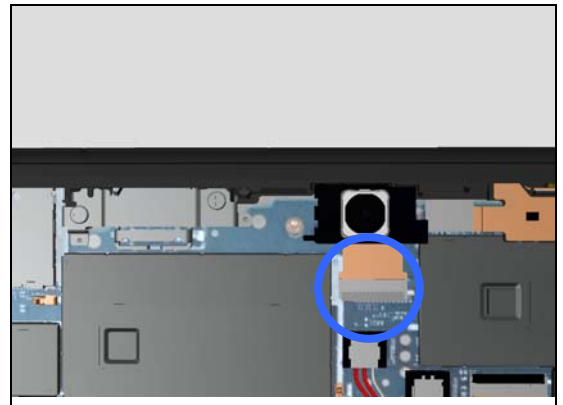


**Check:**

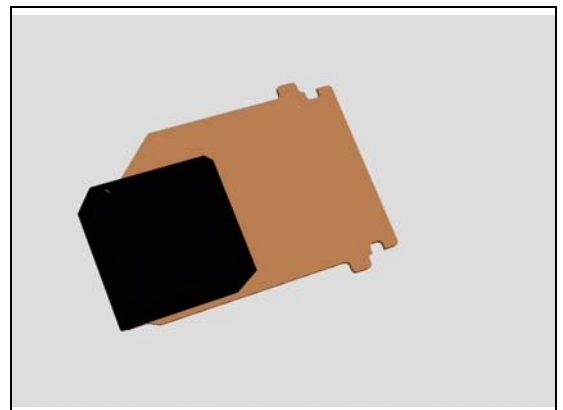
Inspect the BtB connector of Camera 2 MPixel to the Main PBA.

**Action:**

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



2. If the BtB connector or Camera 2 MPixel is damaged – replace the Camera 2 MPixel.  
3. Replace Main PBA.



## **Problem Areas**

### **1.10 Antenna Switching**

#### **1.10.1 Antenna Switching fails**

**Action:**

N/A



## Problem Areas

### 1.11 Bluetooth and WLAN

#### 1.11.1 Bluetooth or WLAN connection failure

**Check:**

Inspect the BT + WLAN + GPS Antenna

**Action:**

If the BT + WLAN + GPS Antenna is damaged – replace the BT + WLAN + GPS Antenna.

**Check:**

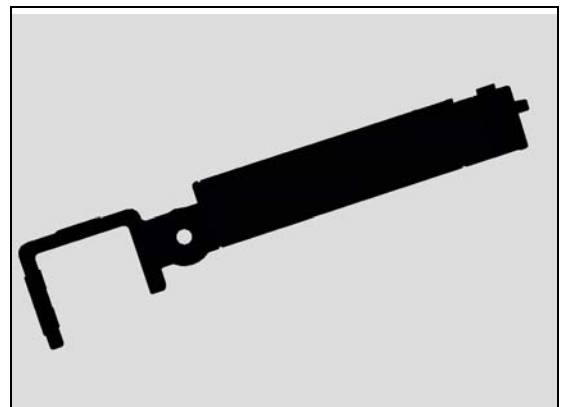
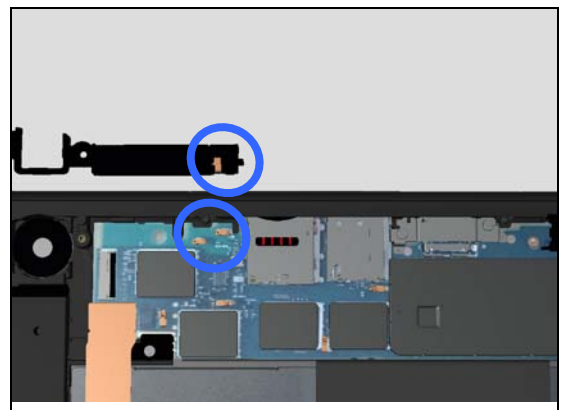
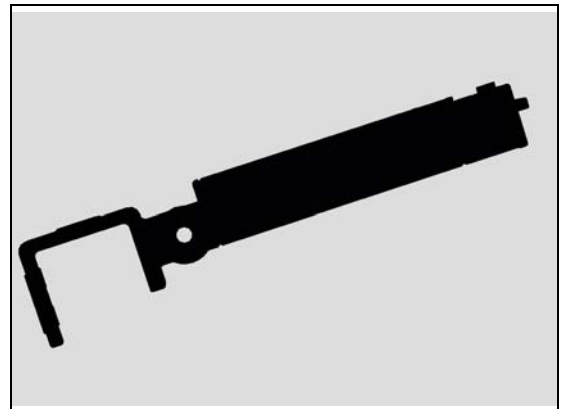
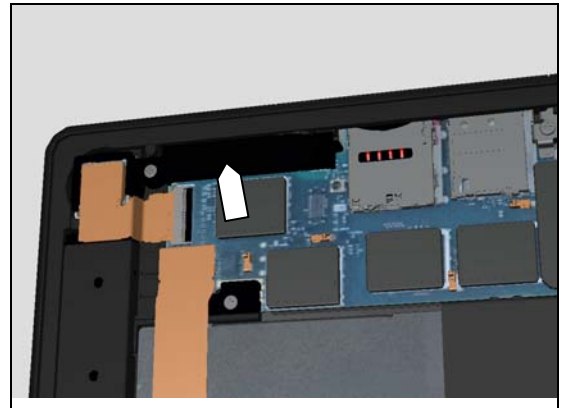
Inspect the BT + WLAN + GPS Antenna contact pads and the contact pins on Main PBA.

**Action:**

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

2. If the contact pads are damaged – replace the BT + WLAN + GPS Antenna.

3. Replace Main PBA.



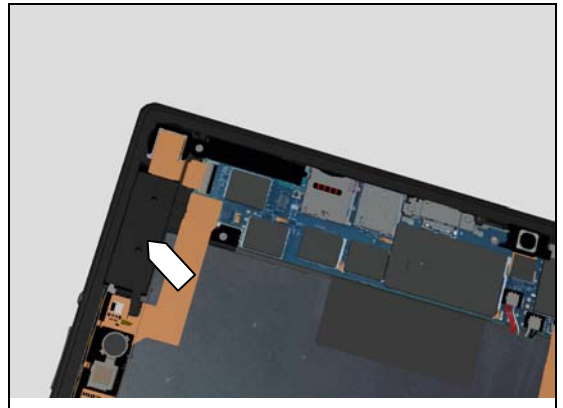
## Problem Areas

### 1.12 NFC

#### 1.12.1 NFC malfunctions

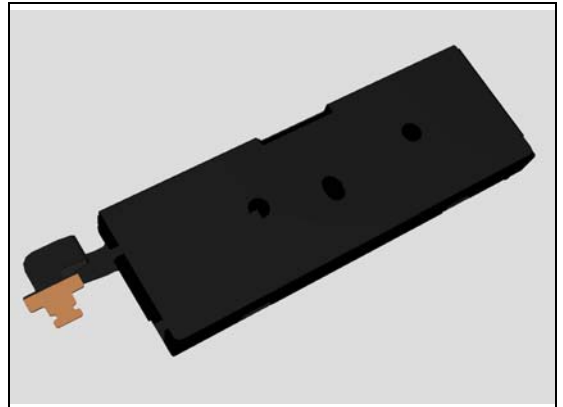
**Check:**

Inspect the NFC antenna



**Action:**

If the antenna is damaged – replace the NFC antenna.

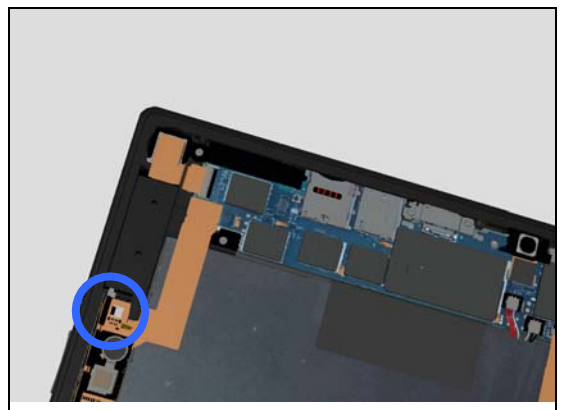


**Check:**

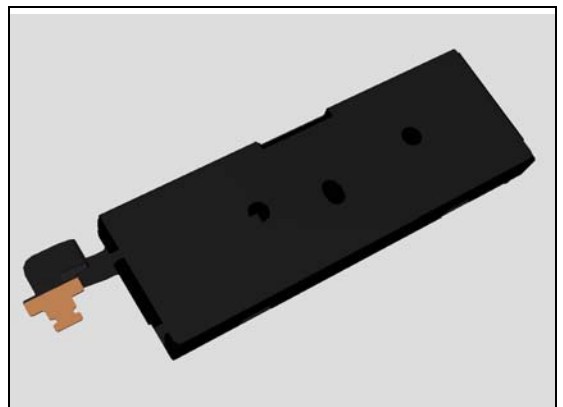
Inspect the ZIF connector of NFC antenna to the Key Flex module.

**Action:**

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

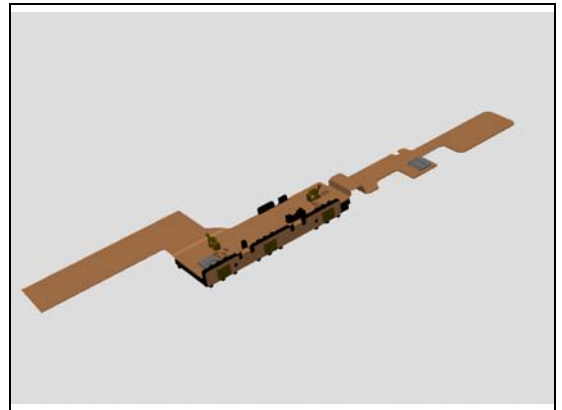


3. If the contact pad is damaged – replace the NFC antenna.



## Problem Areas

4. If the connector of Key Flex module is damaged – replace the Key Flex module.

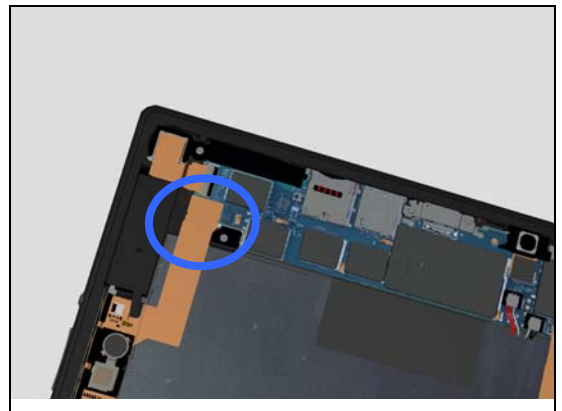


### Check:

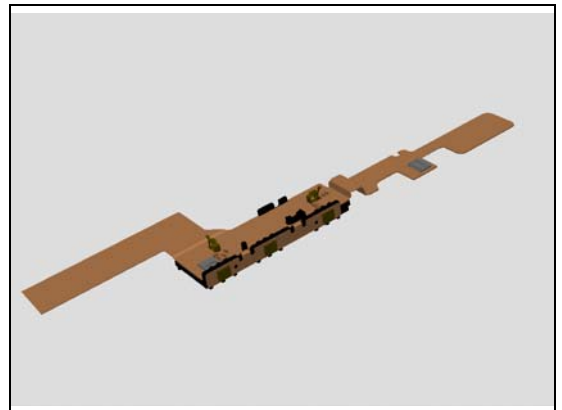
Inspect the BtB connector of Key Flex module to Main PBA.

### Action:

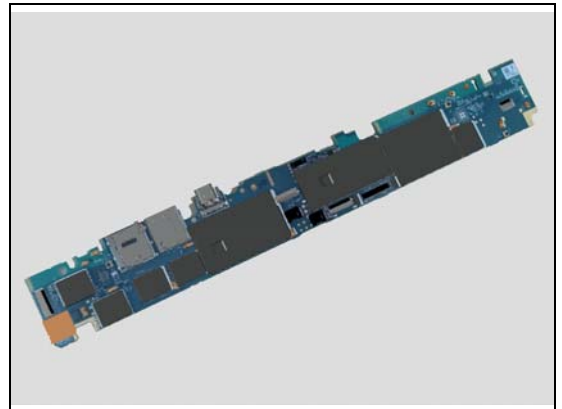
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



2. If the connector of Key Flex module is damaged – replace the Key Flex module.



3. Replace Main PBA.



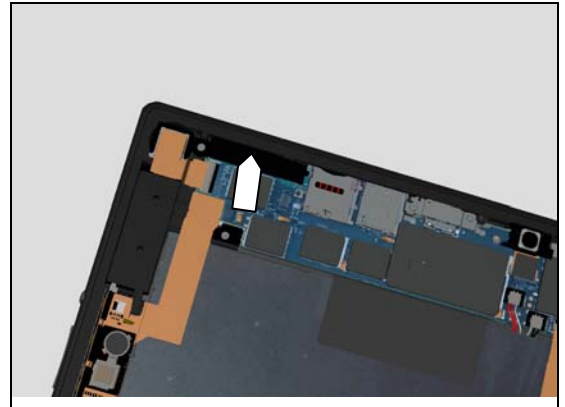
## Problem Areas

### 1.13 GPS

#### 1.13.1 GPS malfunctions

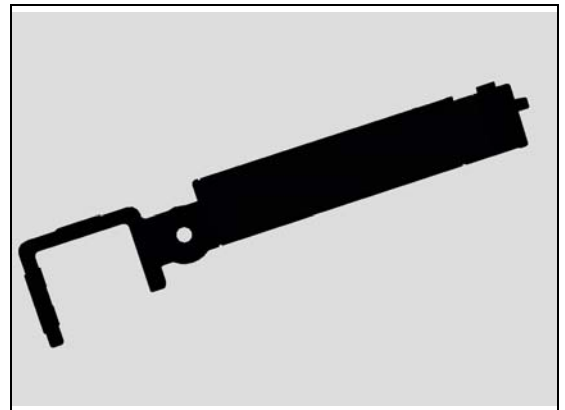
**Check:**

Inspect the BT + WLAN + GPS Antenna.



**Action:**

If the BT + WLAN + GPS Antenna is damaged – replace the BT + WLAN + GPS Antenna.

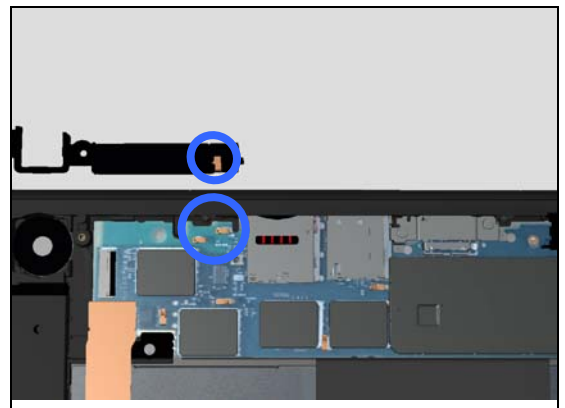


**Check:**

Inspect the BT + WLAN + GPS Antenna contact pads and the contact pins on Main PBA.

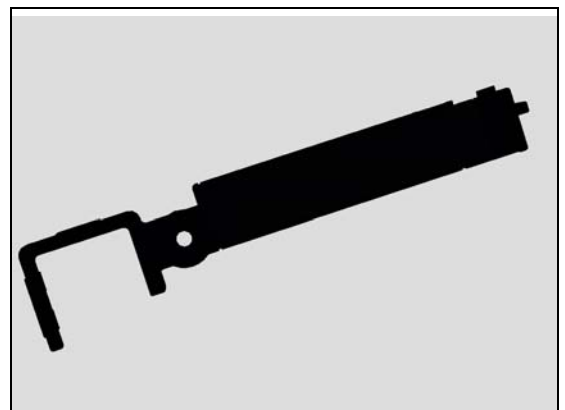
**Action:**

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



2. If the contact pads are damaged – replace the BT + WLAN + GPS Antenna.

3. Replace Main PBA.



## Problem Areas

### 1.14 Compass

#### 1.14.1 Compass test fails

**Action:**

1. Replace Main PBA.

## Problem Areas

### 1.15 Accelerometer

#### 1.15.1 Accelerometer test fails

**Action:**

1. Follow the calibrations in Trouble Shooting Application 1262-6643 – mechanical
2. Replace Main PBA.

## Problem Areas

### 1.16 Gyroscope

#### 1.16.1 Gyroscope test fails

**Action:**

1. Follow the calibrations in Trouble Shooting Application  
1262-6643 – mechanical
2. Replace Main PBA.

## Problem Areas

### 1.17 Ambient Light Sensor

#### 1.17.1 Light Sensor malfunctions

**Check:**

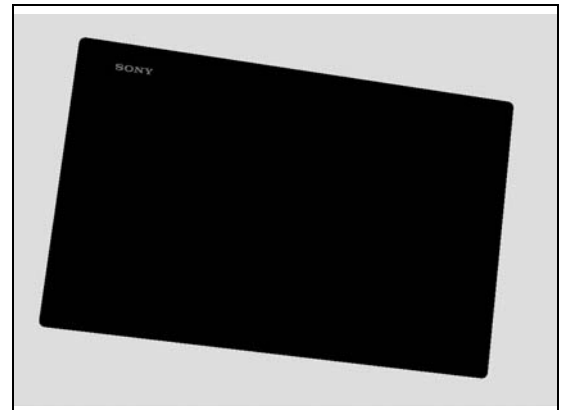
Inspect the external window area of light sensor on the Display Assembly RoW.

**Action:**

1. If dirty – clean it.



2. If scratched or damaged – replace the Display Assembly RoW.

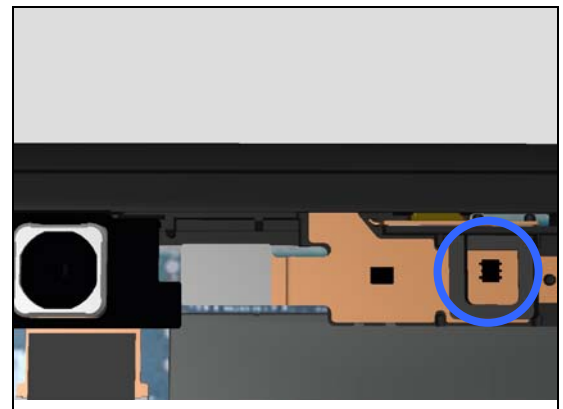


**Check:**

Inspect the light sensor on the Sensor Flex.

**Action:**

1. If dirty – clean it.



2. If damaged – replace the Sensor Flex.





## Problem Areas

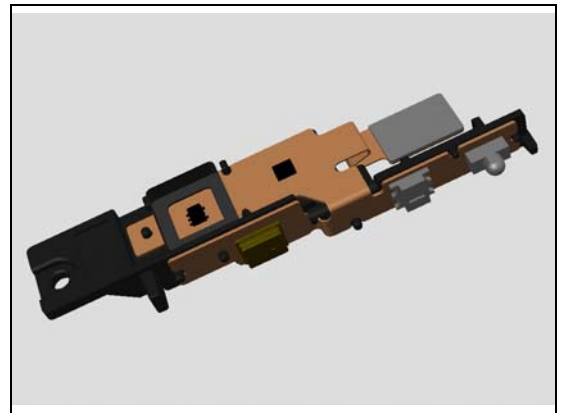
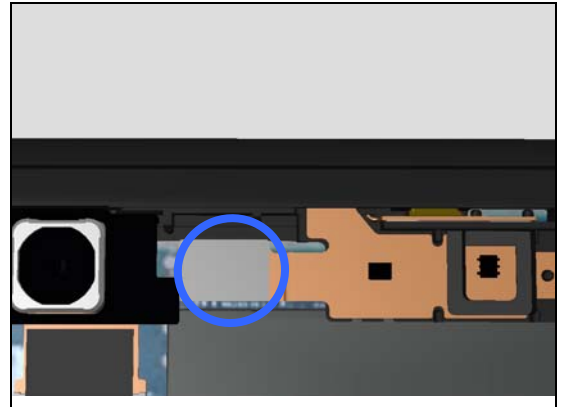
**Check:**

Inspect the BtB connector of Sensor Flex to Main PBA.

**Action:**

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

3. If the connector of Sensor Flex is damaged – replace Sensor Flex.
4. Replace Main PBA.



## Problem Areas

### 1.18 Proximity Sensor Back (N/A SGP511 and SGP512)

#### 1.18.1 Proximity Sensor Back malfunctions

**Action:**

1. Follow the calibrations in Trouble Shooting Application 1262-6643 – mechanical
2. Replace Main PBA.

## Problem Areas

### 1.19 Hall Element

#### 1.19.1 Hall Element test fails

**Check:**

Inspect the hall sensor on the Sensor Flex.

**Action:**

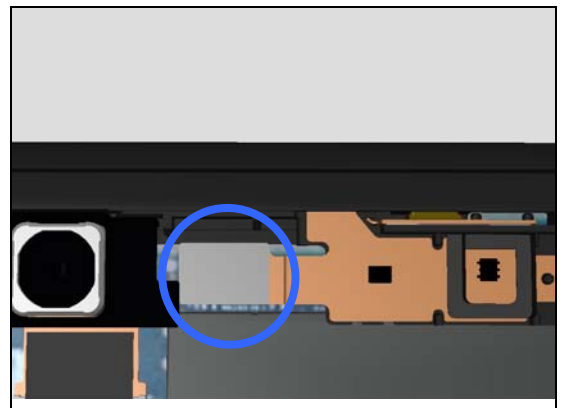
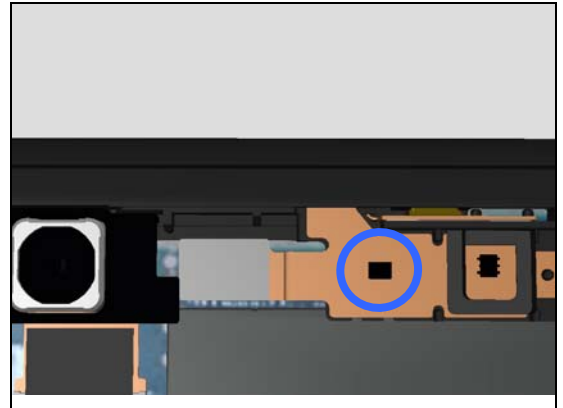
If the hall sensor is damaged – replace the Sensor Flex.

**Check:**

Inspect the BtB connector of Sensor Flex to Main PBA.

**Action:**

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



3. If the connector of Sensor Flex is damaged – replace Sensor Flex.
4. Replace Main PBA.



## Problem Areas

### 1.20 Real Time Clock

#### 1.20.1 Real time clock test fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.21 Total call time (N/A SGP511 and SGP512)

#### 1.21.1 Total call time fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.22 External Memory

#### 1.22.1 Memory Card not detected

**Action:**

Replace Main PBA.

## Problem Areas

### 1.23 Security

#### 1.23.1 Security fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.24 FM Radio

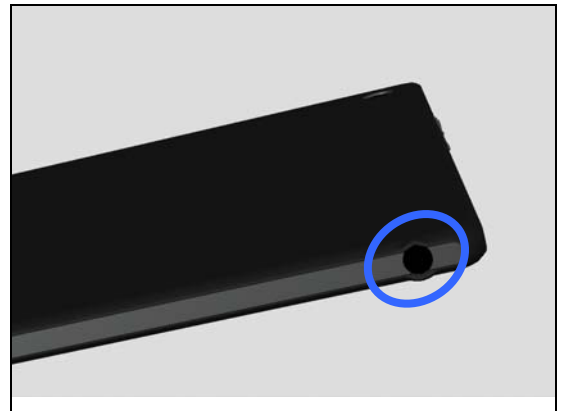
#### 1.24.1 No/Poor FM Radio reception

**Check:**

Inspect the external port of the Audio Jack.

**Action:**

If dirty or oxidized – clean it.

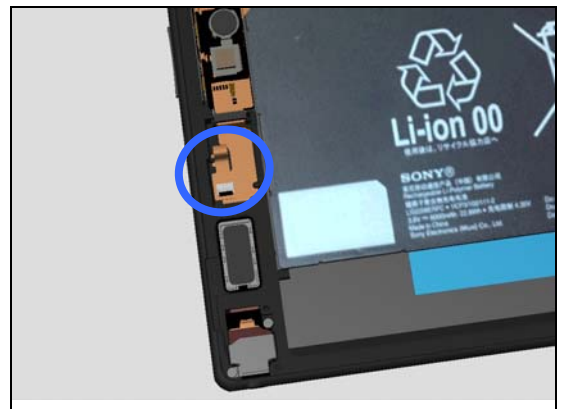


**Check:**

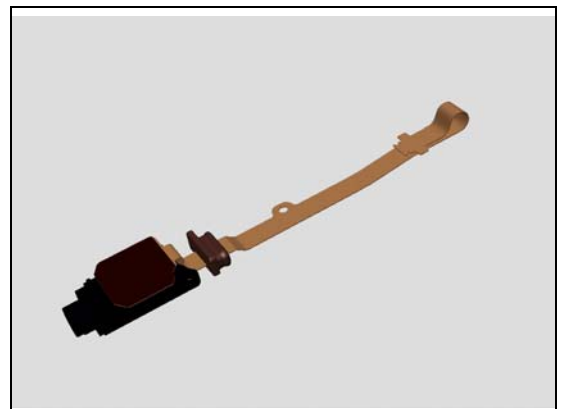
Inspect the ZIF connector of Audio Jack Flex to Key Flex module.

**Action:**

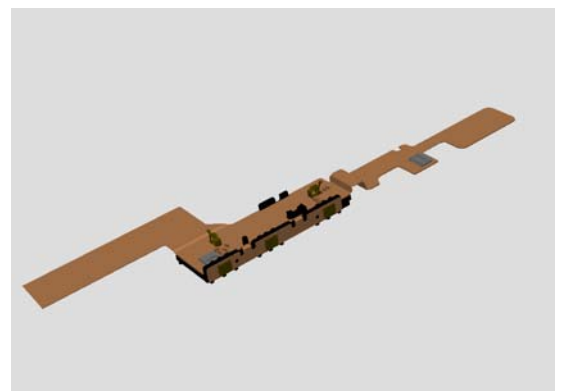
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the ZIF connector.



3. If the ZIF connector or the Audio Jack is damaged – replace the Audio Jack Flex.



4. If the connector of Key Flex module is damaged – replace the Key Flex module.





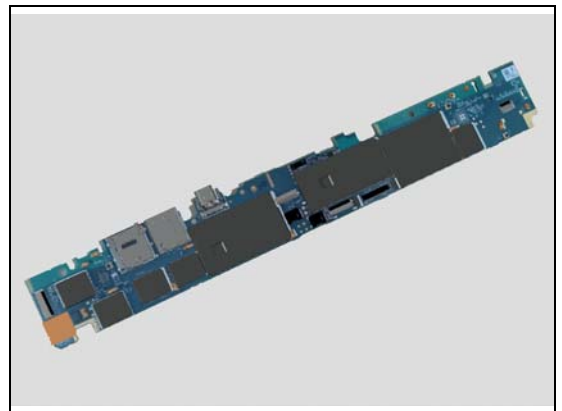
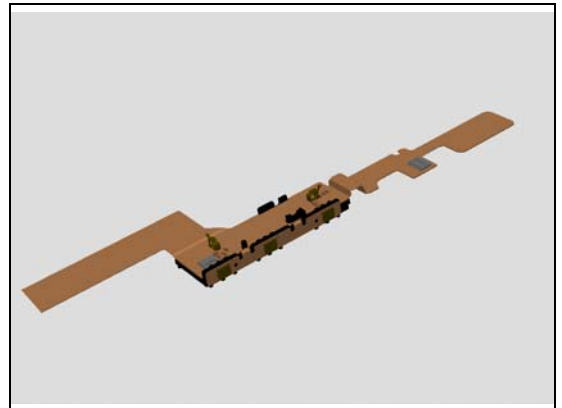
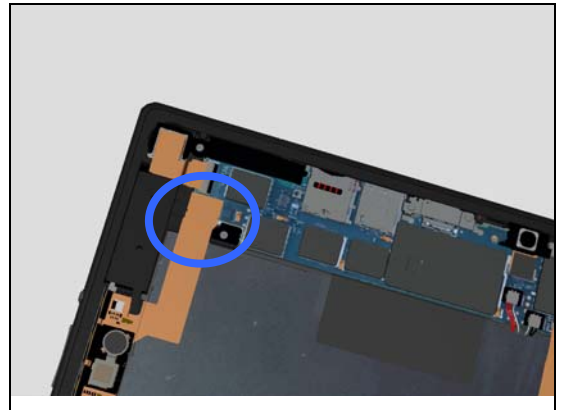
## Problem Areas

### Check:

Inspect the BtB connector of Key Flex module to Main PBA.

### Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.
2. If the connector of Key Flex module is damaged – replace the Key Flex module.
3. Replace Main PBA.



## **Problem Areas**

### **1.25 Battery Health test**

#### **1.25.1 Battery Health test fails**

N/A.

## Problem Areas

### 1.26 Verify Certificates

#### 1.26.1 Verify Certificates fails

**Action:**

N/A

## Problem Areas

### 1.27 IrRemote Test

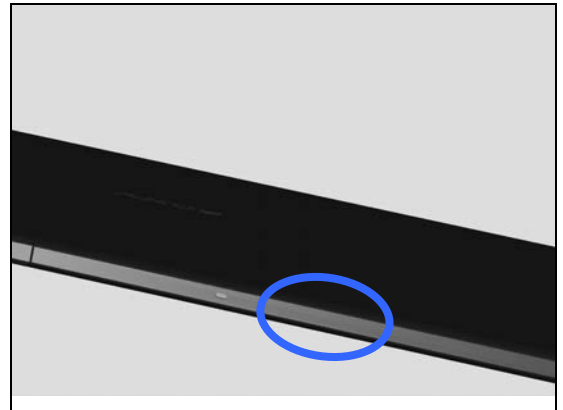
#### 1.27.1 IrRemote test fails

**Check:**

Inspect the external window area of IrDA.

**Action:**

1. If dirty – clean it.



**Check:**

Inspect the IR LED and IR photo diode on the Sensor Flex.

**Action:**

1. If dirty – clean it.

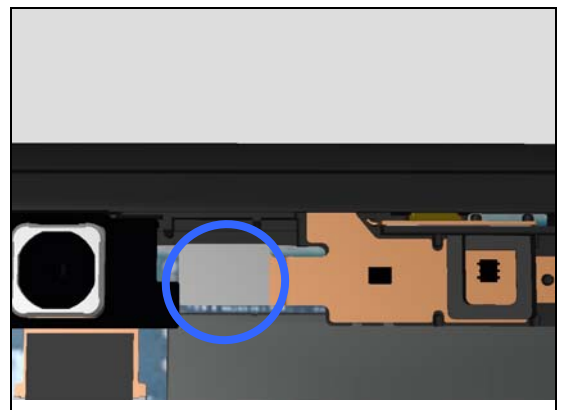


**Check:**

Inspect the BtB connector of the Sensor Flex to Main PBA.

**Action:**

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



3. If the BtB connector or FPC of the Sensor Flex is damaged – replace the Sensor Flex.
4. Replace Main PBA.



## Problem Areas

### 1.28 TV-Out Test

#### 1.28.1 TV-Out test fails

**Check:**

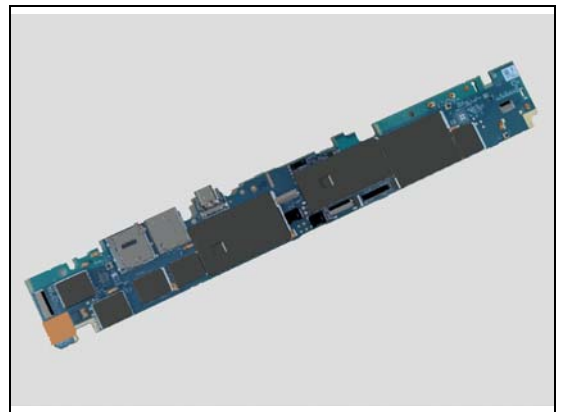
Inspect the external port of USB connector.

**Action:**

1. If dirty or oxidized – clean the connector.



2. Replace Main PBA.



## Problem Areas

### 1.29 Network & Signal (N/A SGP511 and SGP512)

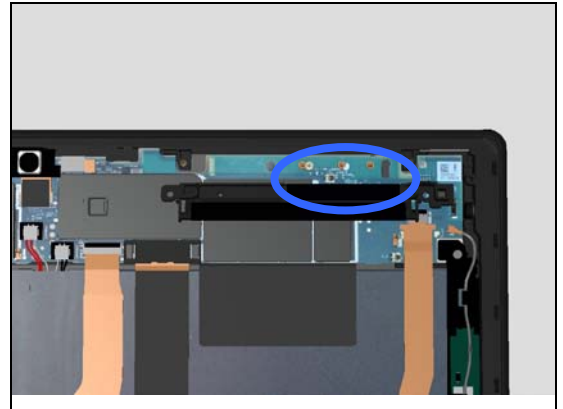
#### 1.29.1 No/Poor signal

**Check:**

Inspect the contact pads on Main Antenna and pins on Main PBA.

**Action:**

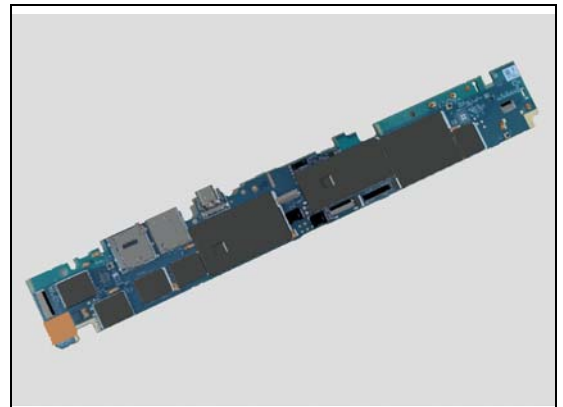
1. If dirty or oxidized – clean the pins and pads.



2. If the Main Antenna is damaged – replace it.



3. If the contact pins on Main PBA are damaged – replace Main PBA.

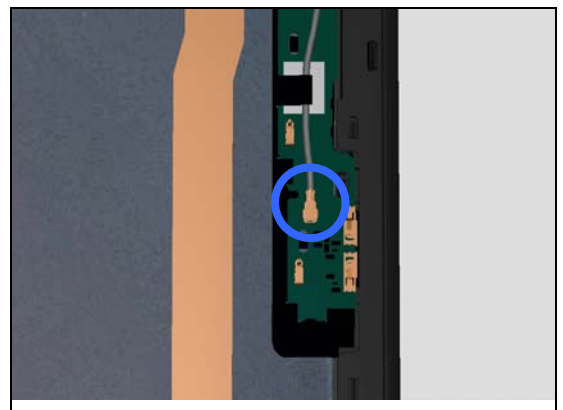


**Check:**

Inspect the connector of RF Cable to Sub PBA.

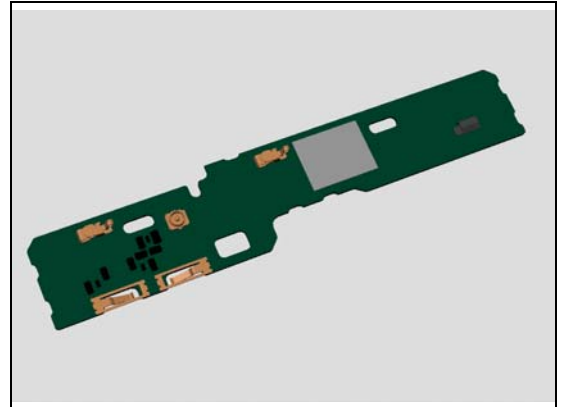
**Action:**

1. If not properly connected – disconnect and reconnect it.



## Problem Areas

2. If the connector on Sub PBA is damaged – replace it.

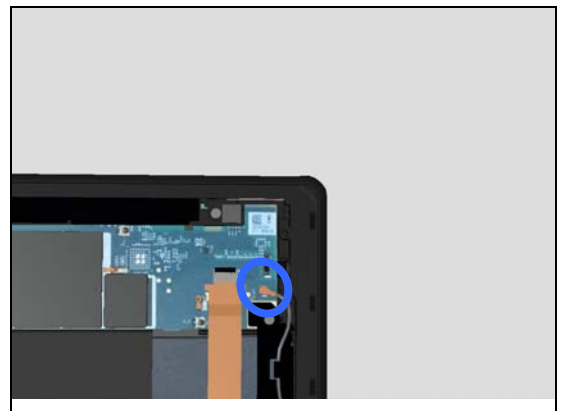


### Check:

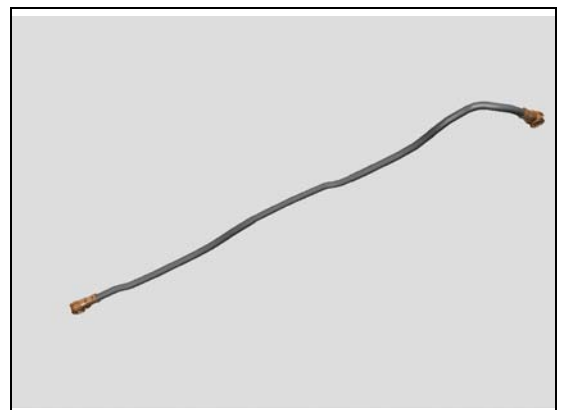
Inspect the connector of RF Cable to Main PBA.

### Action:

1. If not properly connected – disconnect and reconnect it.



2. If the RF Cable or either of the both connectors is damaged – replace the RF Cable.
3. Replace Main PBA.

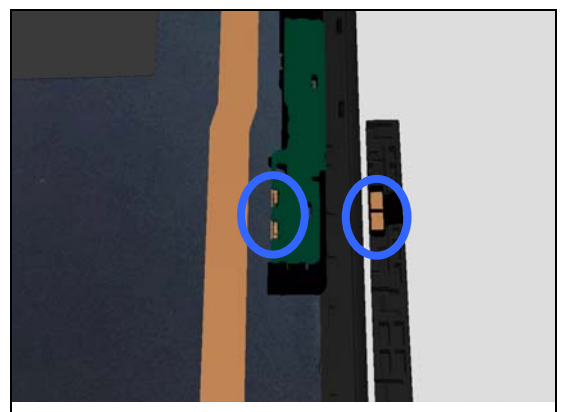


### Check:

Inspect the contact pins on Sub PBA and contact pads on Diversity antenna.

### Action:

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

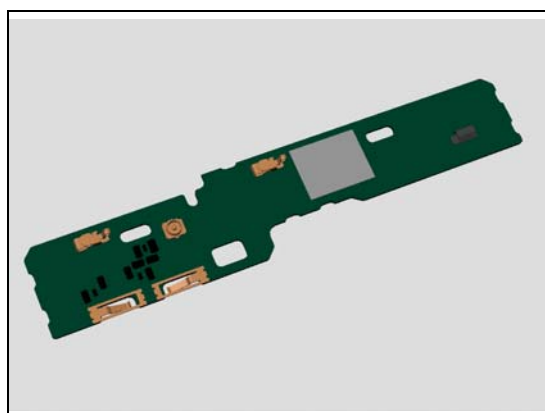


## Problem Areas

2. If the contact pads on Diversity Antenna are damaged – replace the Diversity antenna.



3. Replace Sub PBA.





## Problem Areas

### 1.30 SIM (N/A SGP511 and SGP512)

#### 1.30.1 SIM not detected

**Check:**

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

**Action:**

If dirty or clogged – clean the external port.

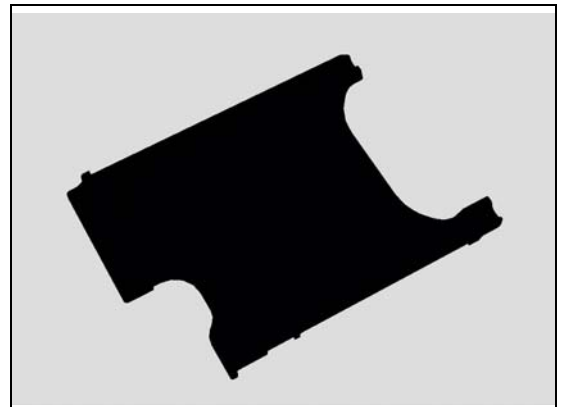


**Check:**

Inspect the SIM Tray.

**Action:**

1. If dirty – clean it.
2. If damaged – replace it.



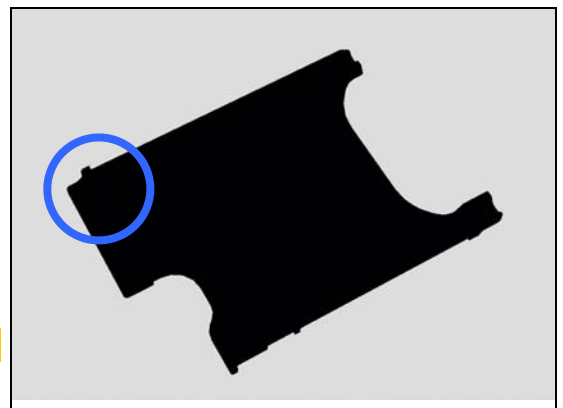
**Check:**

Check whether the SIM card is correctly assembled onto the SIM Tray and into its holder.

**Action:**

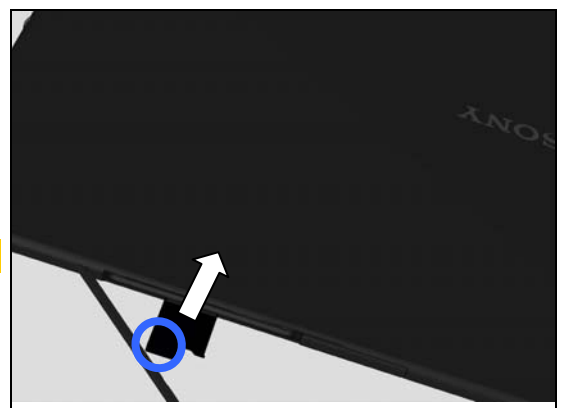
1. If not properly assembled – disassemble and reassemble it.

**Note the orientation of the SIM card to be assembled!**



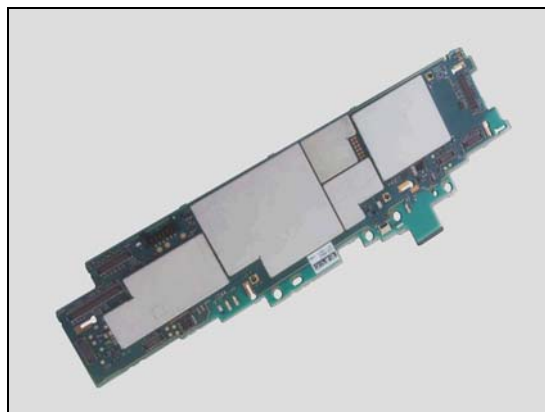
2. Insert the SIM Tray into the holder.

**Note the orientation of the SIM Tray to be assembled!**



## Problem Areas

3. Replace Main PBA.



## Problem Areas

### 1.31 Charging

#### 1.31.1 Battery will not charge by USB connector

**Check:**

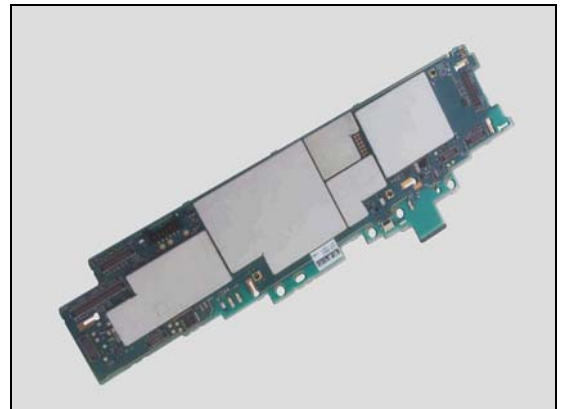
Inspect the external port of USB connector.

**Action:**

1. If dirty or oxidized – clean the connector.



2. Replace Main PBA.

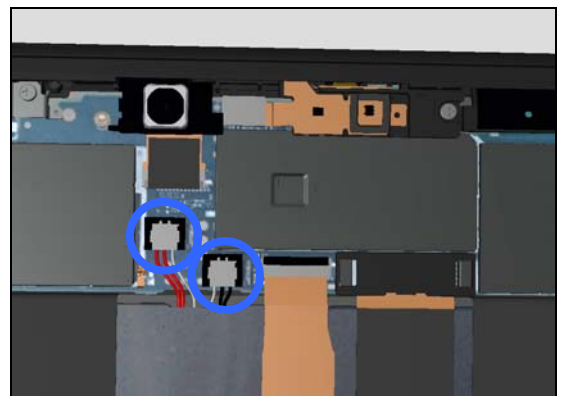


**Check:**

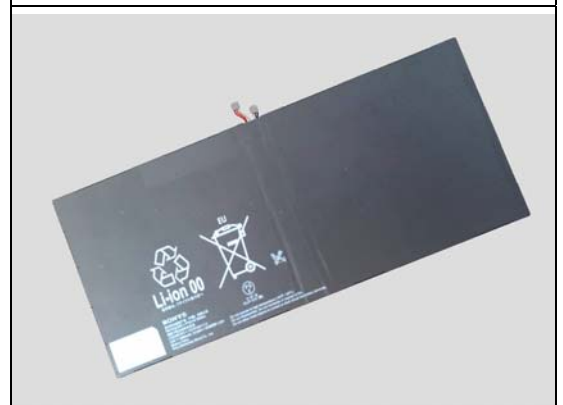
Inspect the connectors of the Battery to Main PBA.

**Action:**

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



3. If the battery is damaged – replace Battery.
4. Replace Main PBA.



## Problem Areas

### 1.31.2 Battery will not charge by Charge Pad

**Check:**

Inspect the external port of the Charge Pad.

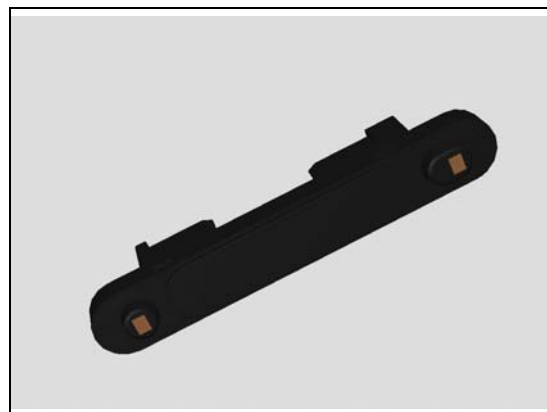
*Follow Test Instruction (Charging via USB), Diagnostic Battery / Charging status.*

**Action:**

1. If dirty or oxidized – clean it.



2. If the contact pads are damaged – replace the Magnetic charger connector.

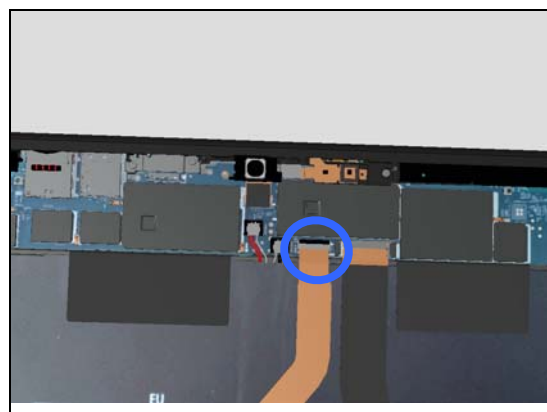


**Check:**

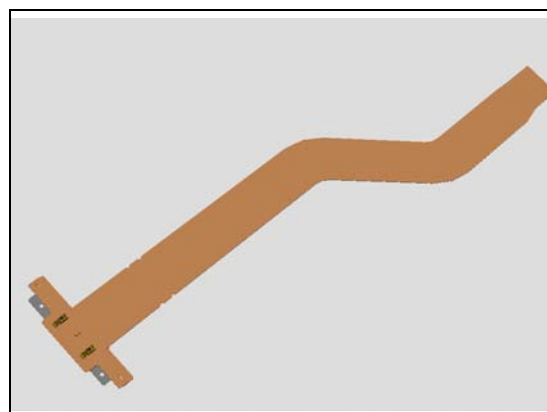
Inspect the ZIF connector of Magnetic charger flex to Main PBA.

**Action:**

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the ZIF connector.



3. If the Magnetic charger flex is damaged – replace it.



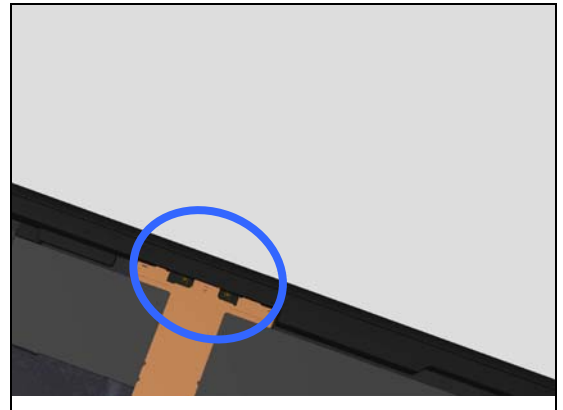
## Problem Areas

### Check:

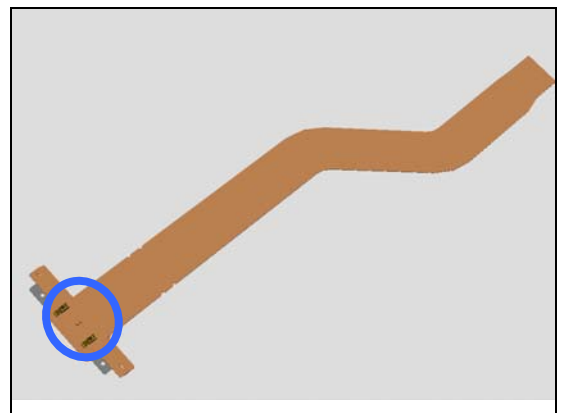
Inspect the contact pads on Magnetic charger connector and pins on Magnetic charger flex.

### Action:

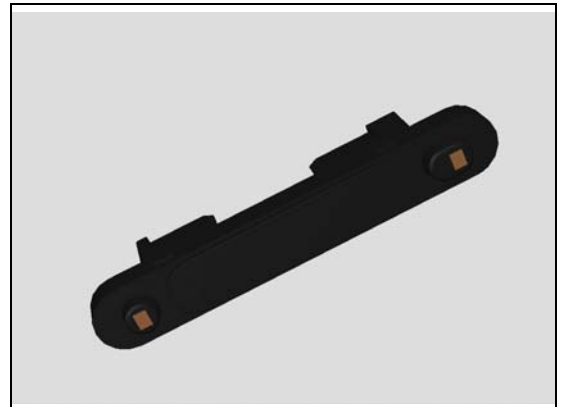
1. If dirty or oxidized – clean the pins and pads.



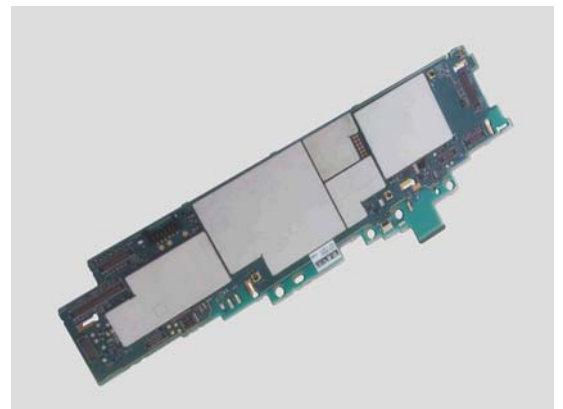
2. If the pins of Magnetic charger flex are damaged – replace the Magnetic charger flex.



3. If the pins of Magnetic charger connector are damaged – replace the Magnetic charger connector.



4. Replace Main PBA.



## Problem Areas

### 1.32 HandsFree by Wire

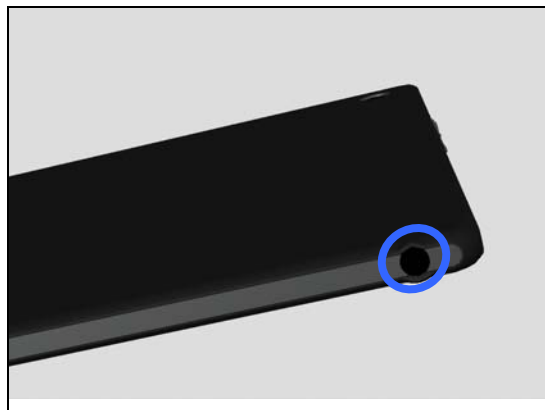
#### 1.32.1 Connection to portable Handsfree fails

**Check:**

Inspect the external port of the Audio Jack.

**Action:**

If dirty or oxidized – clean the connector.



**Check:**

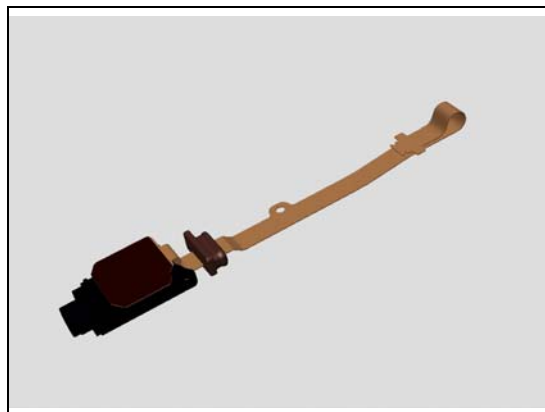
Inspect the ZIF connector of Audio Jack Flex to Key Flex module.

**Action:**

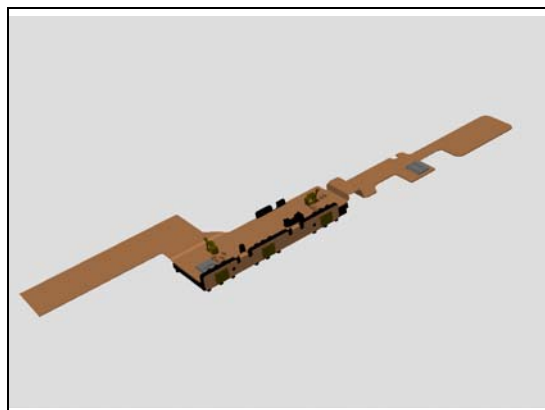
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the ZIF connector.



3. If Audio Jack Flex is damaged – replace the Audio Jack Flex.



4. If the ZIF connector on the Key Flex module is damaged – replace the Key Flex module.



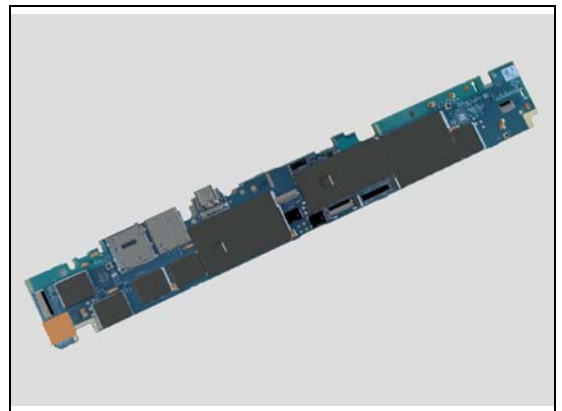
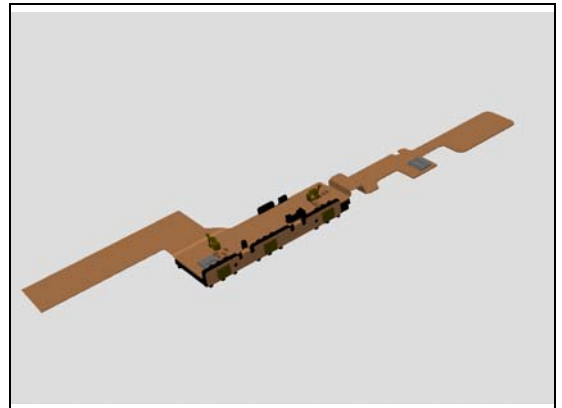
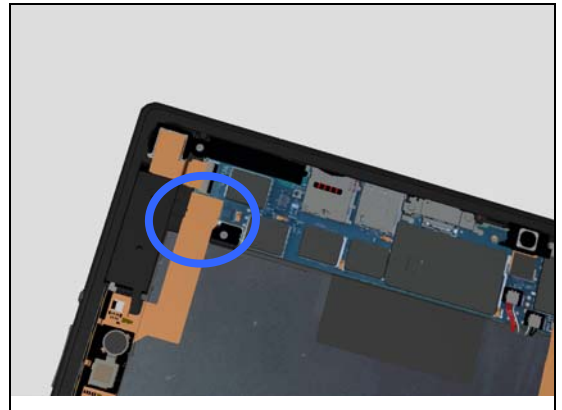
## Problem Areas

### Check:

Inspect the BtB connector of Key Flex module to Main PBA.

### Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.
2. If the connector of Key Flex module is damaged – replace the Key Flex module.
3. Replace Main PBA.



## Problem Areas

### 1.33 Data Communication

#### 1.33.1 Data transfer via System Connector fails

**Check:**

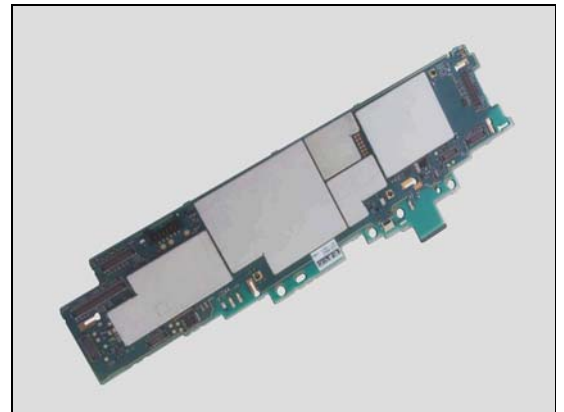
Inspect the USB connector.

**Action:**

1. If dirty or oxidized – clean the connector.



2. Replace Main PBA.





## Problem Areas

### 1.34 Water Resistance

#### 1.34.1 Water Resistance fails

Follow the chapter 1.1 in 1274-7274 Test Instruction – mechanical for the sealing process

Inspect all the loudspeaker's external ports (both sides)

**Action:**

1. If dirty – clean it.
2. Replace Adhesive WR Window LCD.

**Run the Water Resistance Test again!**

3. If scratched or damaged – replace the Display Assembly RoW.

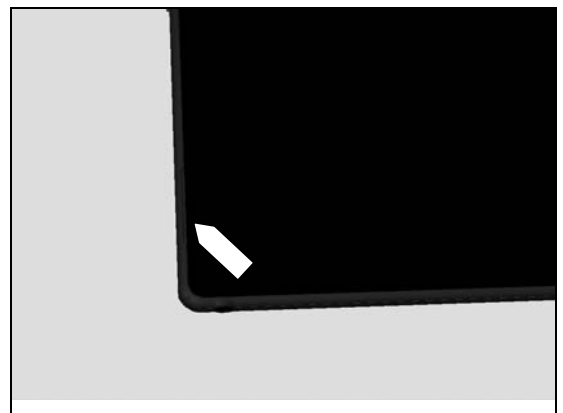
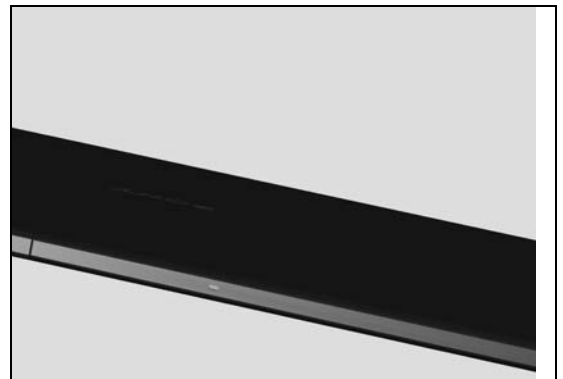
**Run the Water Resistance Test again!**

**Check:**

Inspect the Cap SIM.

**Action:**

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



## Problem Areas

3. If the Cap SIM is damaged – replace it.  
**Run the Water Resistance Test again!**

**Check:**

Inspect the Cap USB.

**Action:**

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

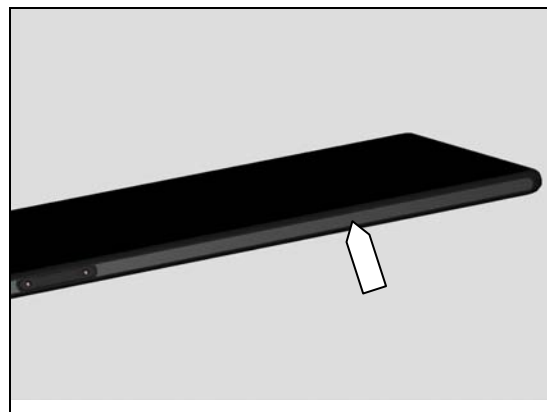
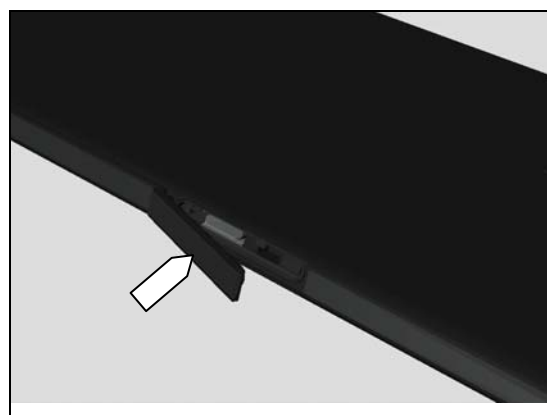
3. If the Cap USB is damaged – replace it.  
**Run the Water Resistance Test again!**

**Check:**

Inspect the Panel WR Bottom

**Action:**

1. If not properly assembled or damaged – replace it.
- Run the Water Resistance Test again!**



## Problem Areas

### Check:

Inspect the Magnetic charger connector

### Action:

1. If not properly assembled or damaged – replace it.

**Run the Water Resistance Test again!**



### Check:

Inspect the Main Frame

### Action:

1. If damaged – replace it.

**Run the Water Resistance Test again!**



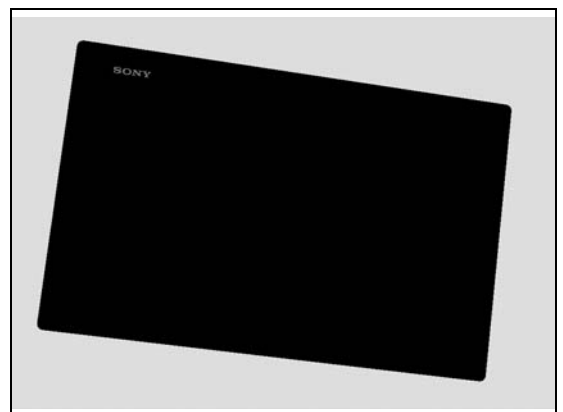
### Check:

Inspect the Display Assy RoW

### Action:

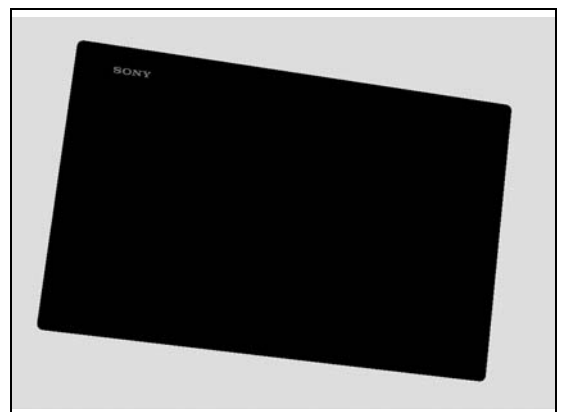
1. If dirty – clean it.

2. If not properly assembled – disassemble and reassemble it.



3. If the Display Assy RoW is damaged – replace it.

**Run the Water Resistance Test again!**



## 2 Revision History

Rev.	Date	Changes / Comments
1	2014-Mars-18	Initial release
2	2014-April-11	Updated with SGP551
3	2014-July-01	Updated with SGP561