

Troubleshooting Guide

- mechanical -



Xperia™ M, Xperia™ M Dual

C1904, C1905, C2004, C2005

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1 Problem Areas

1.1 Power

1.1.1 Will not power on or will switch off randomly

Check:

Inspect whether the phone vibrates after the on/off key is pressed.

Action:

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



Check:

Inspect the contact pads on the battery.

Action:

1. If dirty or oxidized – clean the pads.
2. If damaged – replace the battery.



Check:

Inspect the battery contact pins.

Action:

1. If dirty or oxidized – clean the contact pins.
2. If adhesive is detected on the contact pins, use an eraser to gently rub off the adhesive.
3. If damaged – replace Main PBA.



Check:

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

Action:

Refer to section 1.2.4 'On/Off Key'.



Problem Areas

1.2 Keys

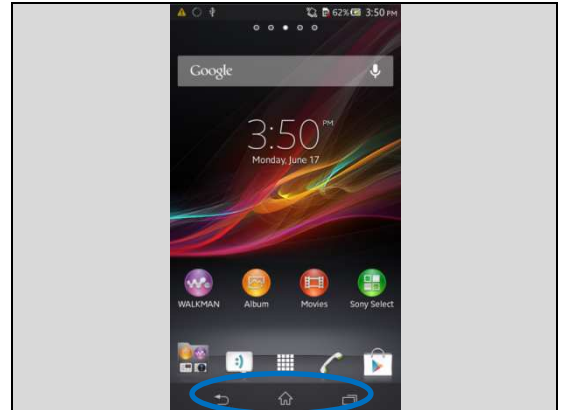
1.2.1 Back/Home/Multi task Keys

Check:

Touch the Screen to check the Back Key, Home Key and Multi task Keys

Action:

Refer to section 1.3 'Touch Screen'.



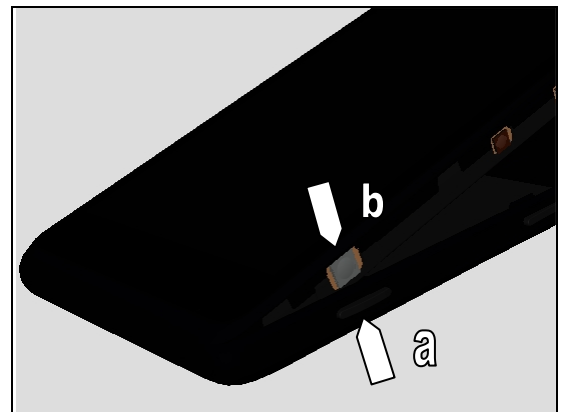
1.2.2 Camera Key

Check:

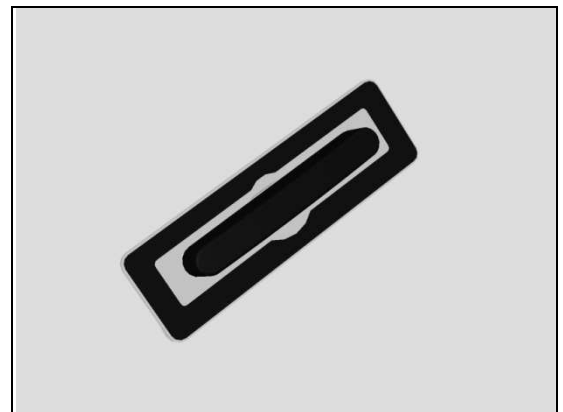
Inspect the camera key (a) on the Battery Cover Assy and the camera key switch (b).

Action:

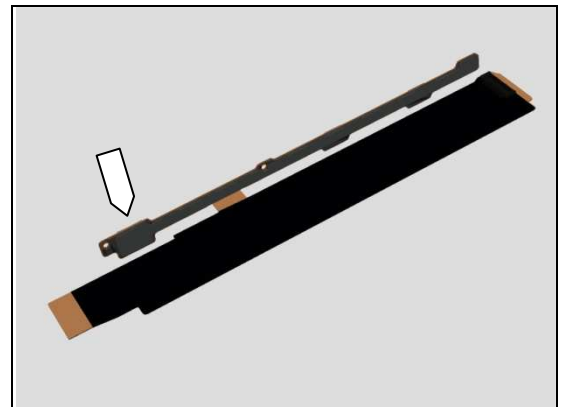
1. If the camera key (a) or the camera key switch (b) is dirty or clogged – clean it.



2. If the camera key (a) is damaged – replace the Camera Key.



3. If the camera key switch (b) is damaged – replace the Link FPC and Link FPC Gasket.



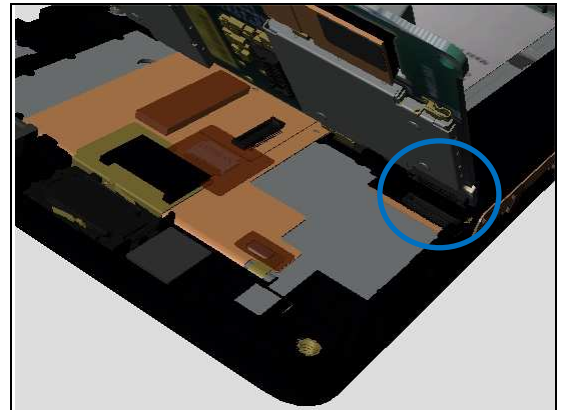
Problem Areas: Keys

Check:

Inspect the BtB connector of the Link FPC to the Main PBA.

Action:

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



3. If the BtB connector or the camera key switch of the Link FPC is damaged – replace the Link FPC and Link FPC Gasket.
4. Replace Main PBA.



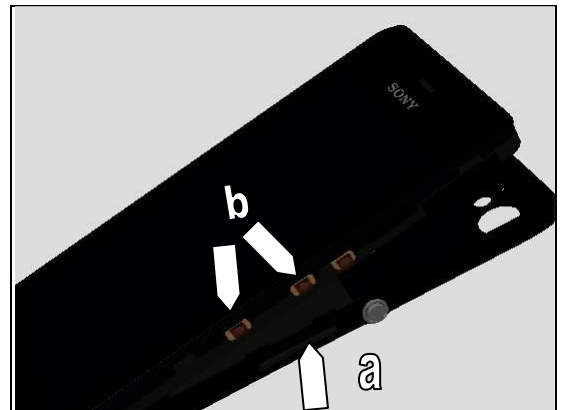
1.2.3 Volume Key

Check:

Inspect the volume key (a) on the Battery Cover Assy and the volume switch (b).

Action:

1. If the volume key (a) or the volume switch (b) is dirty or clogged – clean it.



2. If the Volume Key (a) is damaged – replace the Volume Key.



Problem Areas: Keys

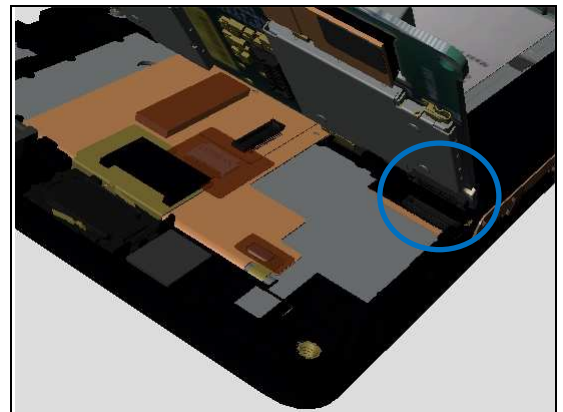
3. If the Volume Key switch (b) is damaged – replace the Link FPC and Link FPC Gasket.

Check:

Inspect the BtB connector of the Link FPC to the Main PBA.

Action:

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



3. If the BtB connector or the Volume Key switch of the Link FPC is damaged – replace the Link FPC and Link FPC Gasket.
4. Replace Main PBA.



1.2.4 On/Off key

Check:

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

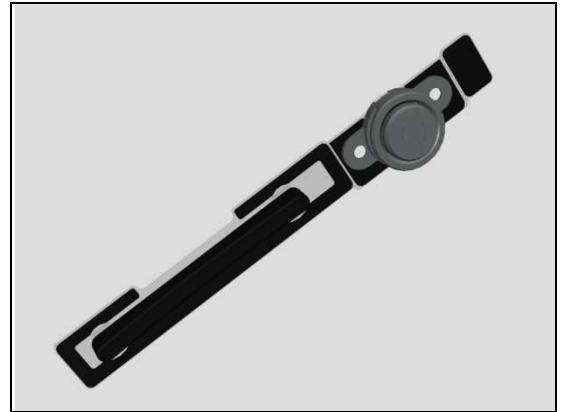
Action:

1. If the on/off key (a) or the on/off switch (b) is dirty or clogged – clean it.



Problem Areas: Keys

2. If the On/off Key (a) is damaged – replace the Volume Key.



3. If the On/off switch (b) is damaged – replace the Link FPC and Link FPC Gasket.

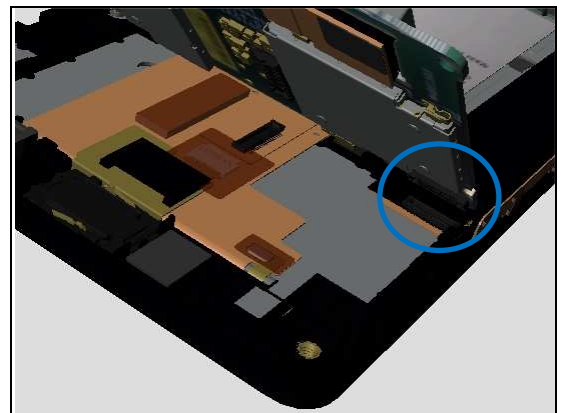


Check:

Inspect the BtB connector of the Link FPC to the Main PBA.

Action:

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



3. If the BtB connector or the On/off Key switch of the Link FPC is damaged – replace the Link FPC and Link FPC Gasket.
4. Replace Main PBA.



Problem Areas

1.3 Touch Screen

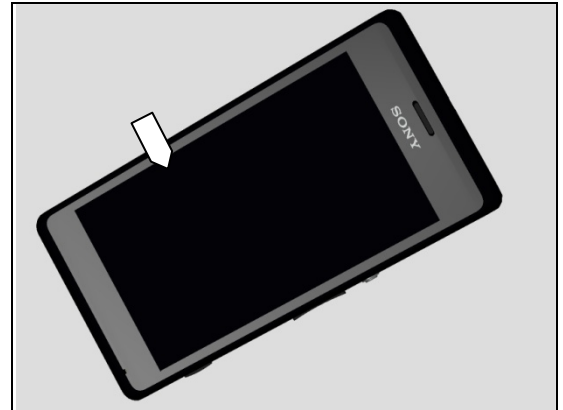
1.3.1 Touch Screen malfunction

Check:

Inspect the Touch Screen.

Action:

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

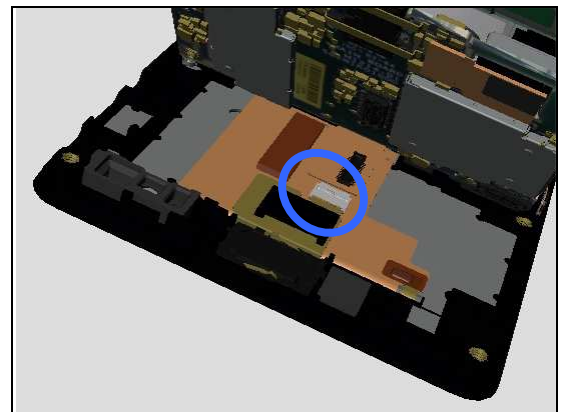


Check:

Inspect the ZIF connector of the Touch Panel to the Display.

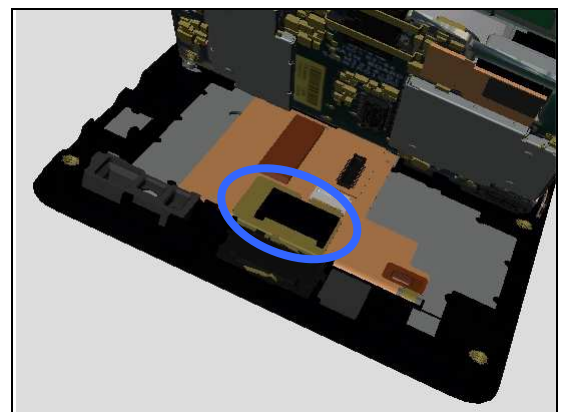
Action:

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



Check:

Inspect the FPC of the Touch Panel.



Action:

If the FPC or the touch screen is damaged – replace the Touch Panel, Kapton Tape TP connector and Touch Panel Adhesive.



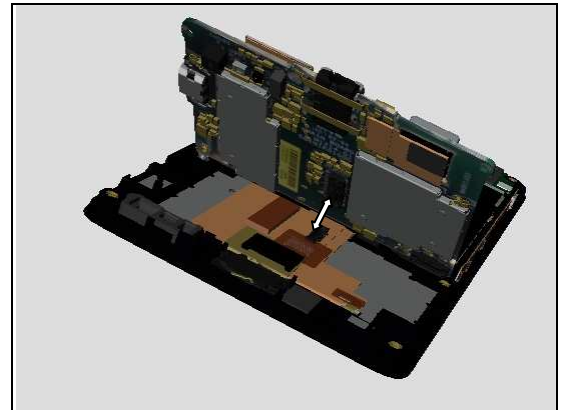
Problem Areas: Touch Screen

Check:

Inspect the BtB connector of the Display to the Main PBA.

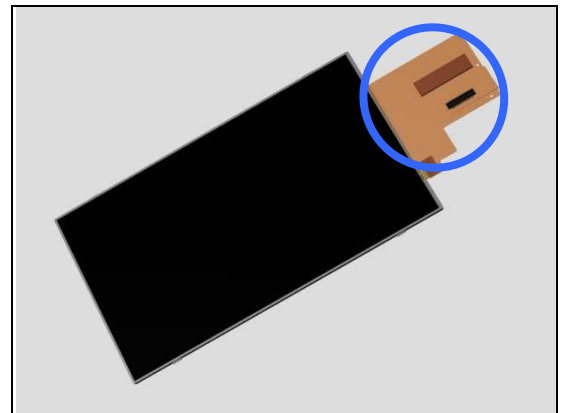
Action:

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



Check:

Inspect the FPC of the Display.



Action:

1. If the Display or its FPC is damaged – replace the Display, Touch Panel, Touch Panel Adhesive and Kapton Tape TP connector.
2. Replace Main PBA.



Problem Areas

1.4 Display

1.4.1 Graphics & Illumination

Check:

Inspect 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'.

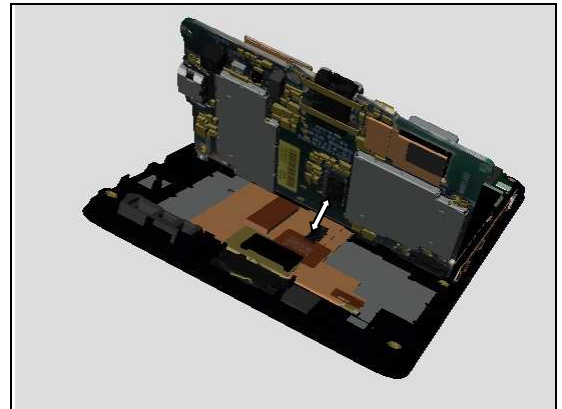


Check:

Inspect the BtB connector of the Display to the Main PBA.

Action:

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



Check:

Inspect the Display and its FPC.

Action:

1. If dirty – clean it.
2. If the Display or its FPC is damaged – replace the Display, Touch Panel, Touch Panel Adhesive and Kapton Tape TP connector.
3. Replace Main PBA.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect the external window area of the LED on the Touch Panel.

Action:

1. If dirty – clean it.



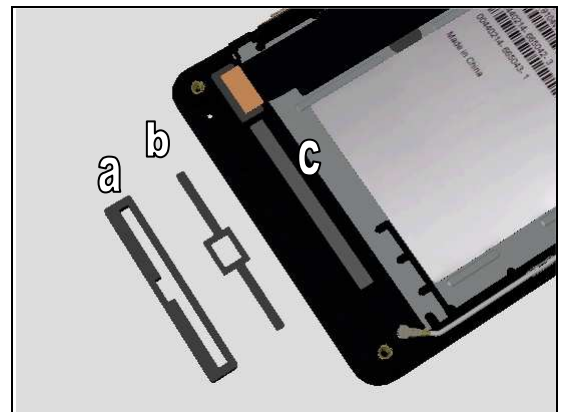
2. If the external window area is damaged – replace the Touch Panel, Touch Panel Adhesive and Kapton Tape TP connector.

Check:

Inspect the Light Bar Gasket (a) and Reflective Sheet (b) and Diffusion Film (c) on the Front Cover Assy.

Action:

1. If misplace – reassemble them.
2. If damage – replace them.



Check:

Inspect the LED (a) on the ANT Board and the backside of the RGB window (b).

Action:

1. If dirty – clean them.
2. If damage - replace the ANT Board.



Problem Areas: LED/Illumination

Check:

Inspect the ZIF connector of the ANT Board to the Link FPC.

Action:

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

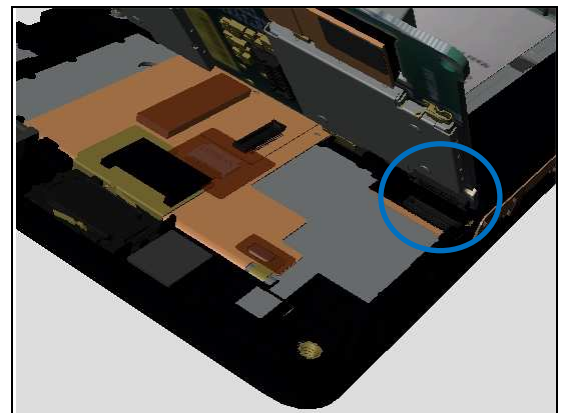


Check:

Inspect the BtB connector of the Link FPC to the Main PBA.

Action:

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



3. If the connectors or the FPC part of Link FPC is damaged – replace the Link FPC and Link FPC Gasket.
4. Replace Main PBA.



Problem Areas

1.6 Speaker

1.6.1 Loudspeaker

Check:

Inspect the Loudspeaker's external port on the Battery Cover Assy.

Action:

1. If clogged – clean it.

2. If damaged – replace the Speaker Mesh.

Check:

Inspect the Speaker Mesh on Rear Cover.

Action:

1. If dirty – clean it.

2. If damaged – replace it

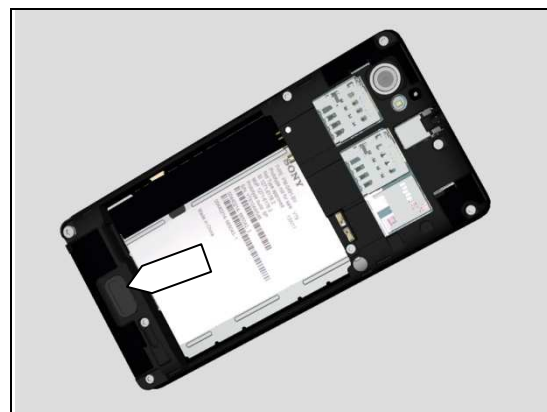
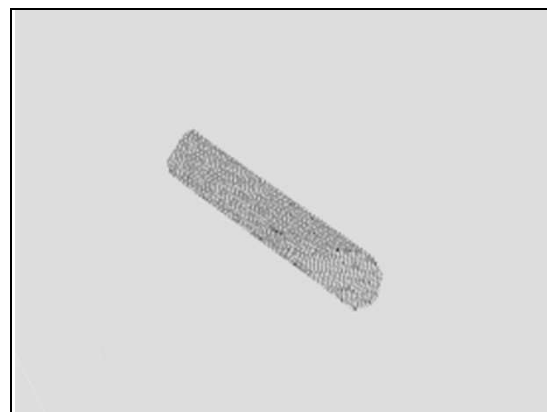
Check:

Inspect the Speaker Sponge.

Action:

1. If dirty – clean it.

2. If damaged – replace it



Problem Areas: Speaker

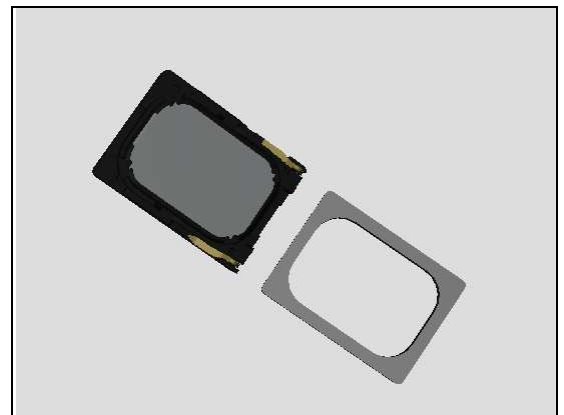
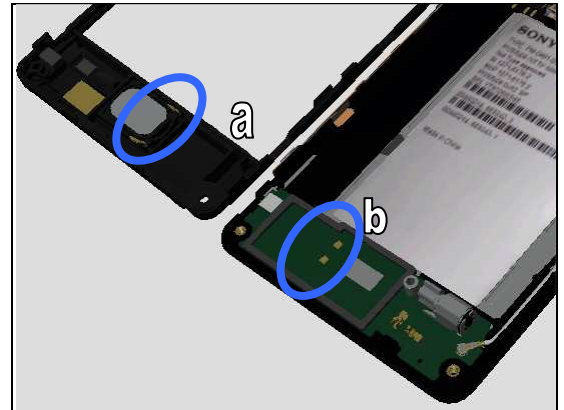
Check:

Inspect the contact pins (a) on the Loudspeaker and the contact pads (b) on the ANT Board.

Action:

1. If dirty – clean them.

2. If the Loudspeaker or its contact pins is damaged – replace the Loudspeaker and Speaker Gasket.



Check:

Inspect the ZIF connector of the ANT Board to the Link FPC.

Action:

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

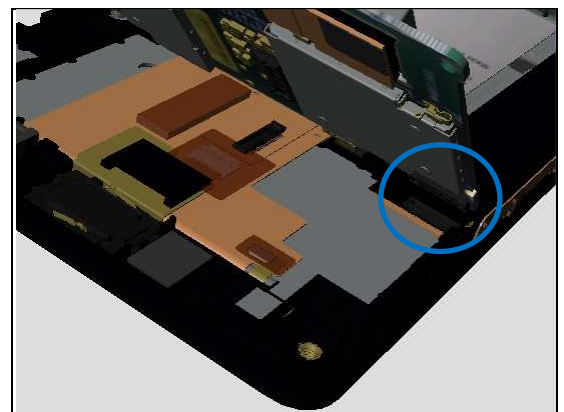


Check:

Inspect the BtB connector of the Link FPC to the Main PBA.

Action:

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



Problem Areas: Speaker

3. If the connectors or the FPC part of Link FPC is damaged – replace the Link FPC and Link FPC Gasket.
4. Replace Main PBA.



Problem Areas

1.7 Earspeaker

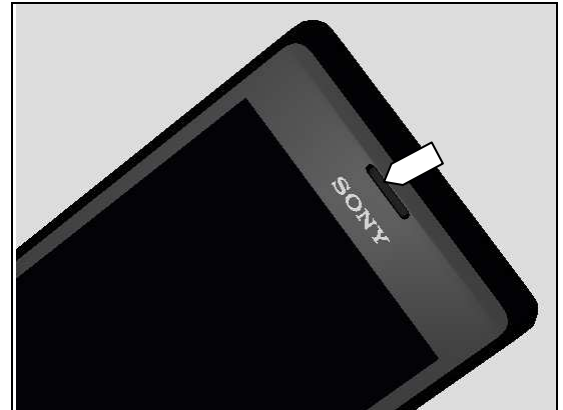
1.7.1 Earspeaker

Check:

Inspect the Earspeaker's external port on the Front Cover Sub Assembly.

Action:

If clogged – clean it.

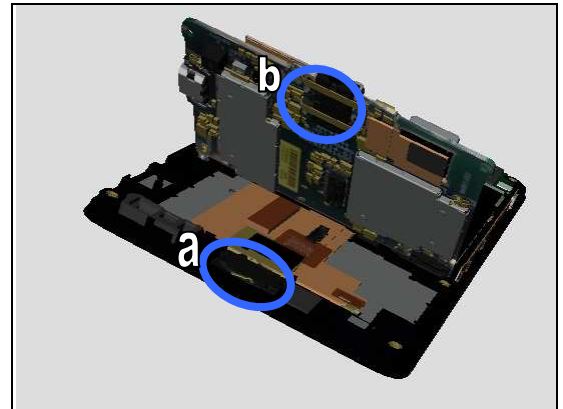


Check:

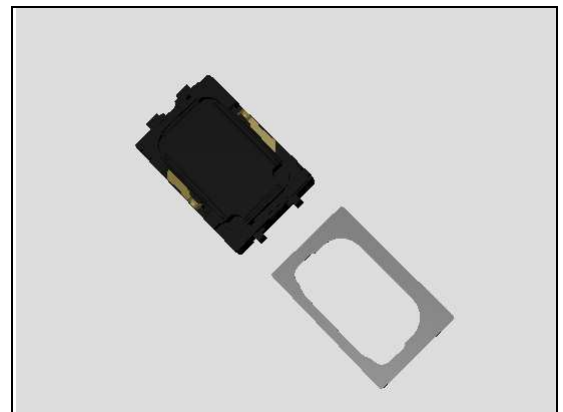
Inspect the contact pins (a) of the Earspeaker and the contact pads (b) on the Main PBA.

Action:

1. If dirty – clean them.



2. If the Earspeaker or its contact pins are damaged – replace the Earspeaker and the Earspeaker Adhesive.
3. Replace the Main PBA.



Problem Areas

1.8 Microphone

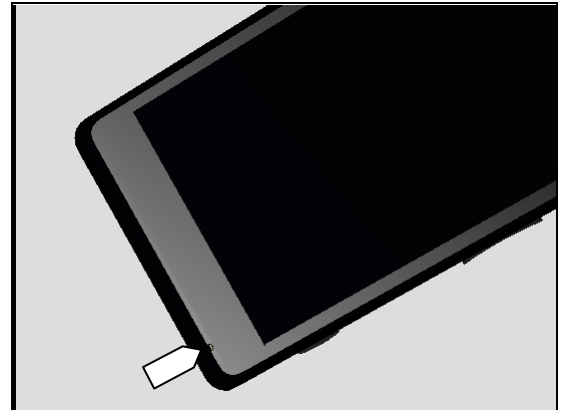
1.8.1 Microphone

Check:

Inspect the microphone's external port on the Touch Panel.

Action:

1. If clogged – clean the port.



2. If the port is damaged – replace the Touch Panel, Touch Panel Adhesive and Kapton Tape TP connector.

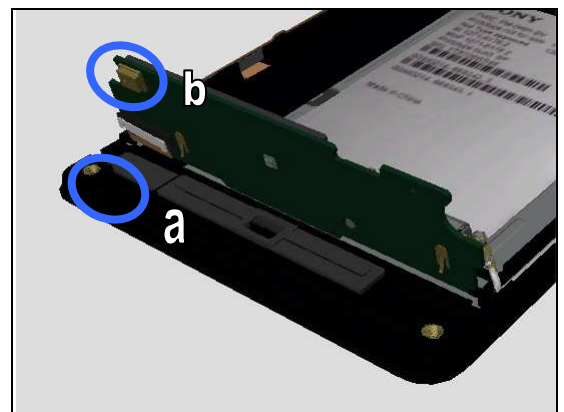


Check:

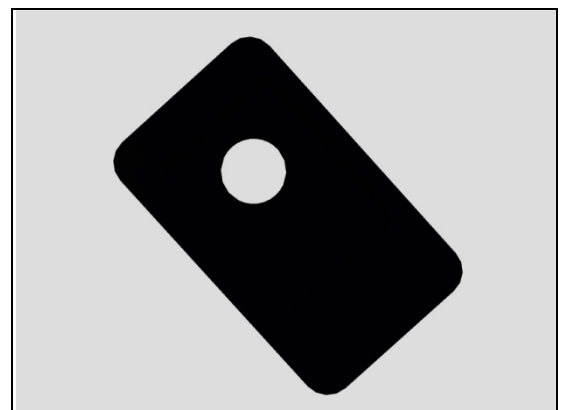
Inspect the Microphone Mesh and the Microphone Rubber (a) on the Front Cover Assy and Microphone (b) on the ANT Board.

Action:

1. If clogged – clean them.



2. If Microphone Mesh or the Microphone Rubber (a) is damaged – replace Microphone Mesh and the Microphone Rubber.



Problem Areas: Microphone

Check:

Inspect the ZIF connector of the ANT Board to the Link FPC.

Action:

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

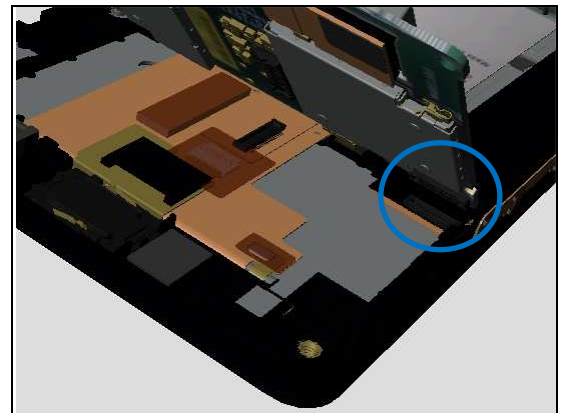


Check:

Inspect the BtB connector of the Link FPC to the Main PBA.

Action:

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



3. If the connectors or the FPC part of Link FPC is damaged – replace the Link FPC and Link FPC Gasket.
4. Replace Main PBA.



Problem Areas: Microphone

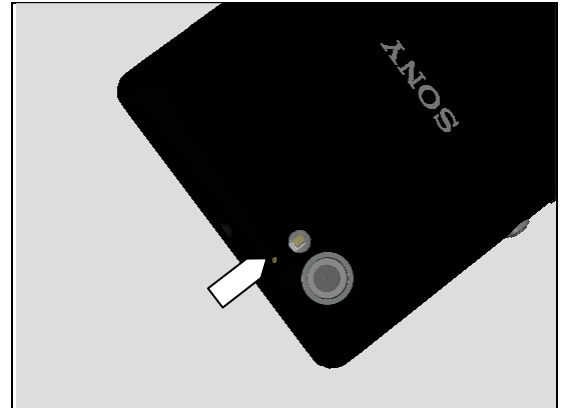
1.8.2 Secondary Microphone

Check:

Inspect the secondary microphone's external port on the Battery Cover Assy.

Action:

1. If clogged – clean the port.



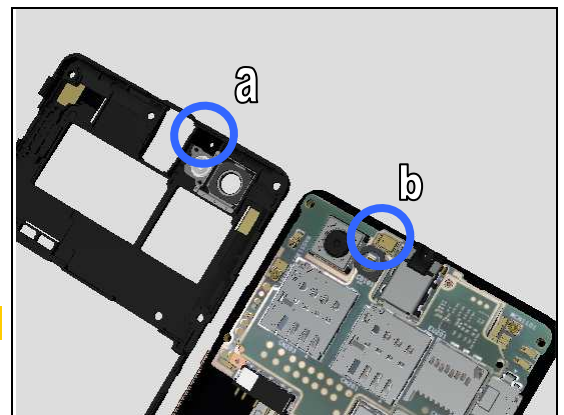
Check:

Inspect the 2nd Microphone Rubber (a) on the Rear Cover and the 2nd Microphone (b) on the Main PBA.

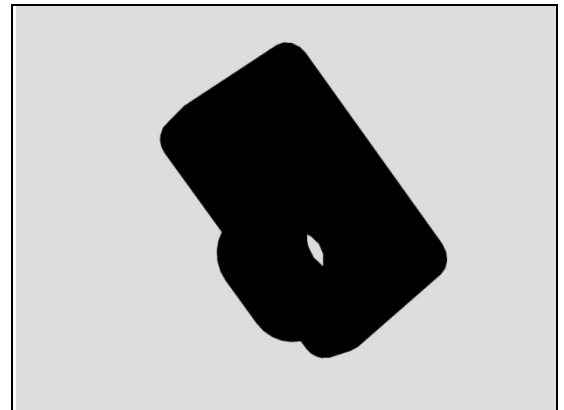
Action:

1. If dirty – clean them.

Liquid is not allowed!



2. If the 2nd Microphone Rubber is damaged – replace it.
3. Replace the Main PBA.



Problem Areas

1.9 Vibrator

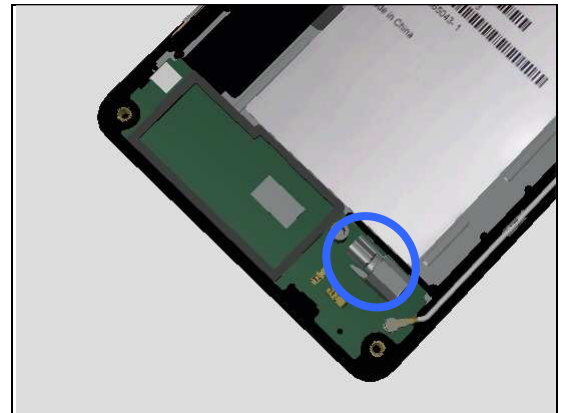
1.9.1 Vibrator not generating alerts

Check:

Inspect the Vibrator on the ANT Board.

Action:

1. If adhesive is detected on the Vibrator, use an eraser to gently rub off the adhesive.
3. If damaged – replace the ANT Board.



Check:

Inspect the ZIF connector of the ANT Board to the Link FPC.

Action:

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

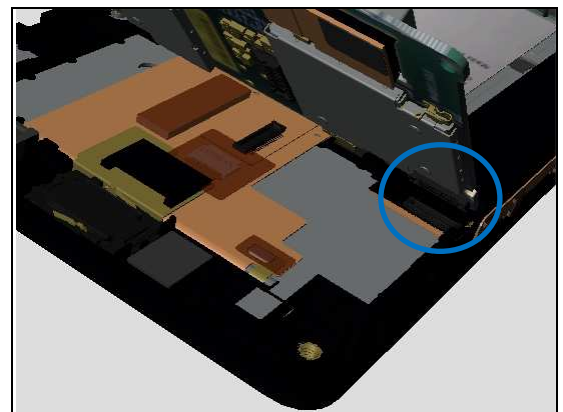


Check:

Inspect the BtB connector of the Link FPC to the Main PBA.

Action:

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



3. If the connectors or the FPC part of Link FPC is damaged – replace the Link FPC and Link FPC Gasket.
4. Replace Main PBA.



Problem Areas

1.10 Camera

1.10.1 Camera defects

Check:

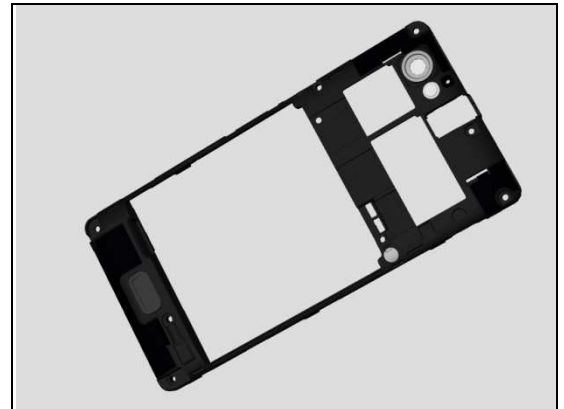
Inspect the external area of the camera window.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Rear Cover.

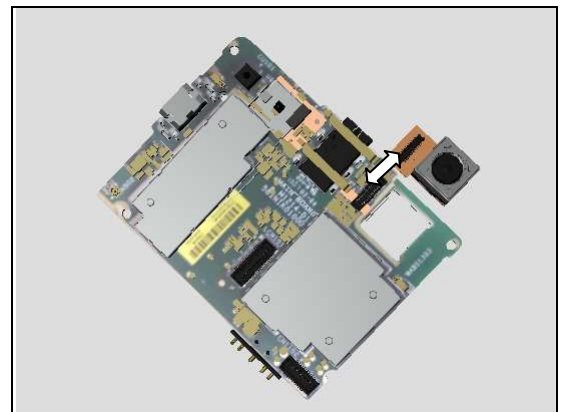


Check:

Inspect the BtB connector of the Main Camera 5M to the Main PBA.

Action:

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

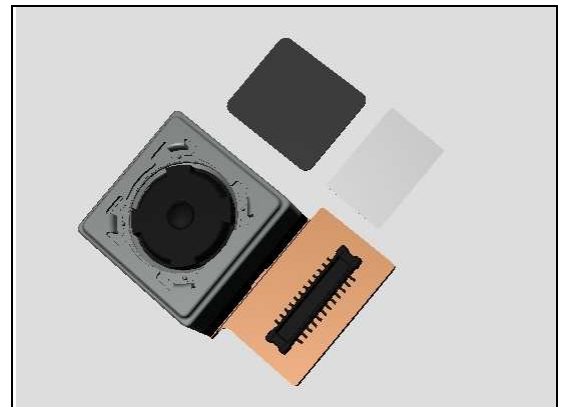


Check:

Inspect the Main Camera 5M.

Action:

1. If the Camera or its BtB connector is damaged – replace the Main Camera 5M, the Camera Connector Mylar Tape and the Camera Gasket.
2. Replace the Main PBA.



Problem Areas

1.11 Bluetooth and WLAN

1.11.1 Bluetooth or WLAN connection failure

Check:

Inspect the Bluetooth and WLAN antenna on the Rear Cover.

Action:

If the antenna is damaged – replace the Rear Cover.

Check:

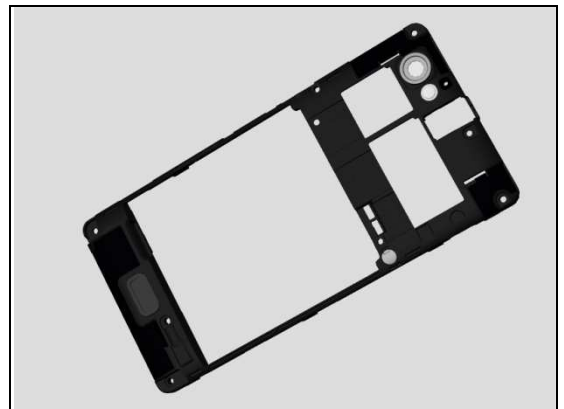
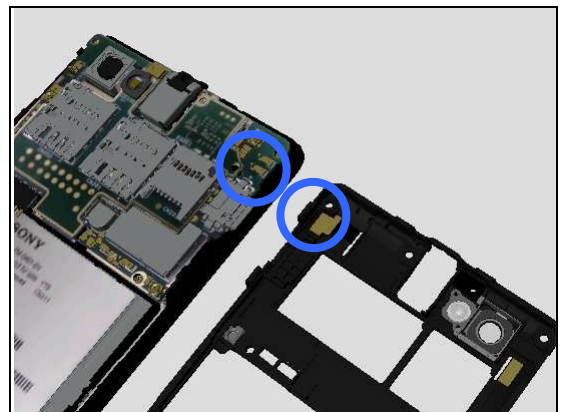
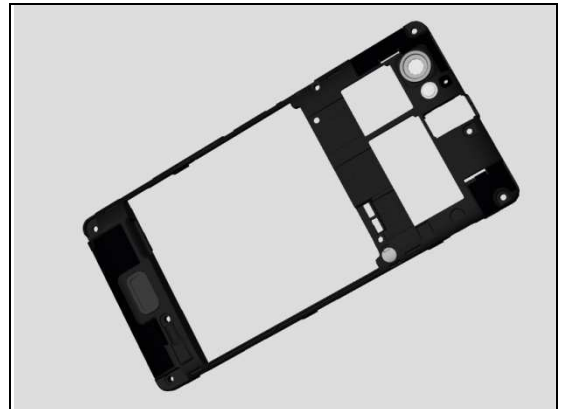
Inspect the Bluetooth and WLAN antenna contact pad on the Rear Cover and the contact pins on the Main PBA.

Action:

1. If dirty – clean the pad and pins.

2. If the contact pad is damaged – replace the Rear Cover.

3. Replace the Main PBA.



Problem Areas

1.12 GPS

1.12.1 GPS malfunctions

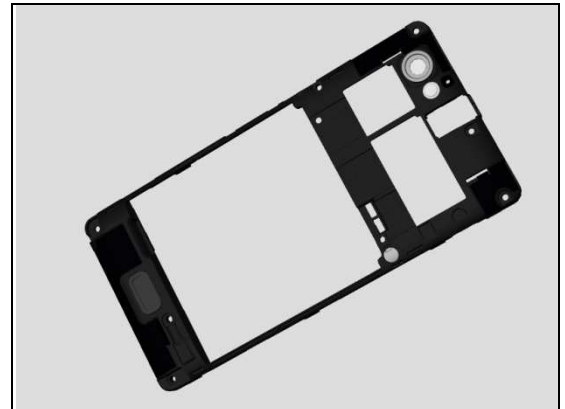
Check:

Inspect the GPS antenna on the Rear Cover.



Action:

If the antenna is damaged – replace the Rear Cover.

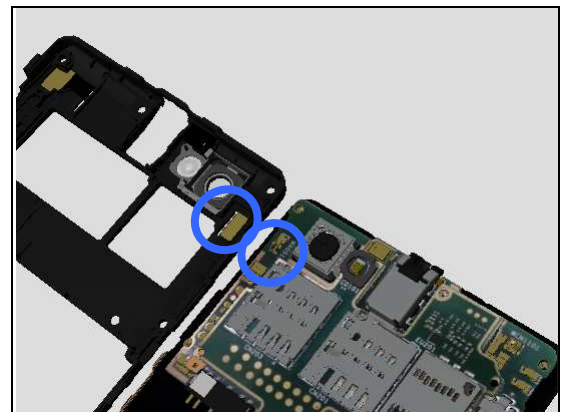


Check:

Inspect the GPS antenna contact pads on the Rear Cover and the contact pins on the Main PBA.

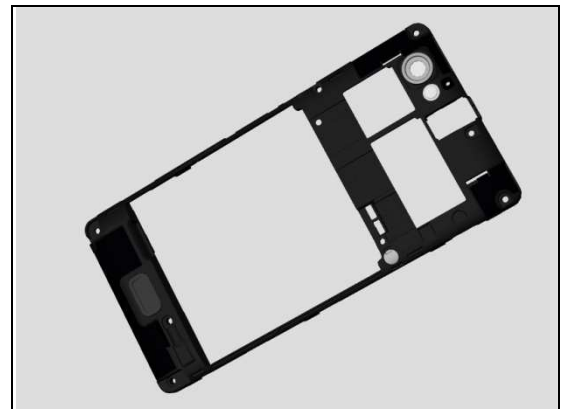
Action:

1. If dirty – clean the pads and pins.



2. If the contact pads are damaged – replace the Rear Cover.

3. Replace the Main PBA.



Problem Areas

1.13 Compass

1.13.1 Compass fails

Action:

Replace the Main PBA.

Problem Areas

1.14 Accelerometer

1.14.1 Accelerometer test fails

Check:

Inspect the SIM Board.

Action:

If SIM Board is damaged – replace the SIM Board, SIM Board Adhesive and Flash LED Gasket.

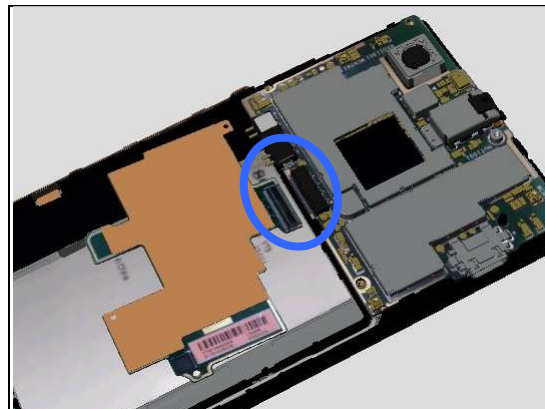


Check:

Check the connection of the BtB connector from SIM Board to the Main PBA.

Action:

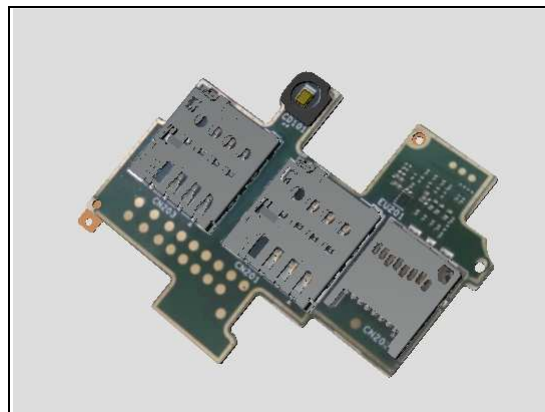
1. If not properly connected – disconnected and reconnected it.
2. If dirty or oxidized – clean it.



3. If the connector or the SIM card holders of the SIM Board is damaged – replace the SIM Board.
4. Replace the Main PBA.

G-sensor Calibration should be performed after replacing SIM Board.

For G-sensor Calibration, refer to 1277-8589 Trouble Shooting Application.



Problem Areas

1.15 Light Sensor

1.15.1 Light Sensor malfunctions

Check:

Inspect the external area of the Ambient Light Sensor window.

Action:

1. If dirty – clean it.



2. If the port is damaged – replace the Touch Panel.

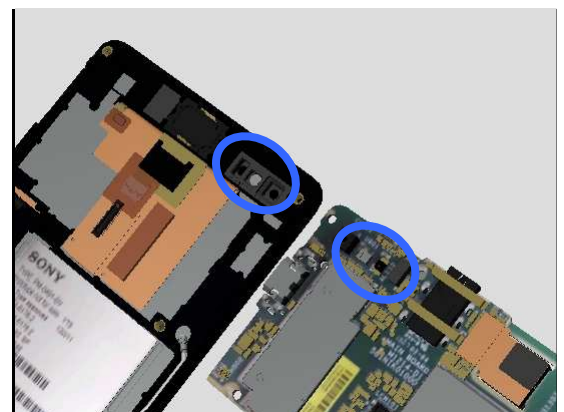


Check:

Inspect the rubber on the Front Cover Assy and the light sensor on the Main PBA.

Action:

1. If dirty – clean them.



2. If the rubber is damaged – replace the Rubber Sensor and Light Pipe Sensor.

3. Replace Main PBA.



Problem Areas

1.16 Proximity switch

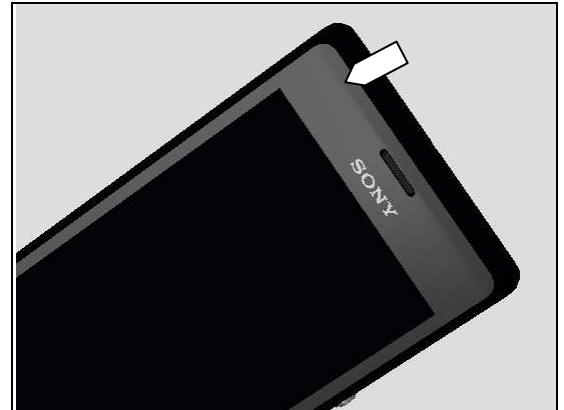
1.16.1 Proximity switch malfunctions

Check:

Inspect the proximity switch and proximity sensor window area on the Touch Panel.

Action:

1. If dirty – clean it.



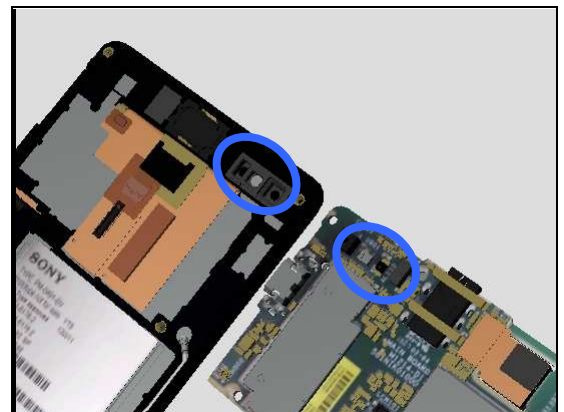
2. If the port is damaged – replace the Touch Panel.

Check:

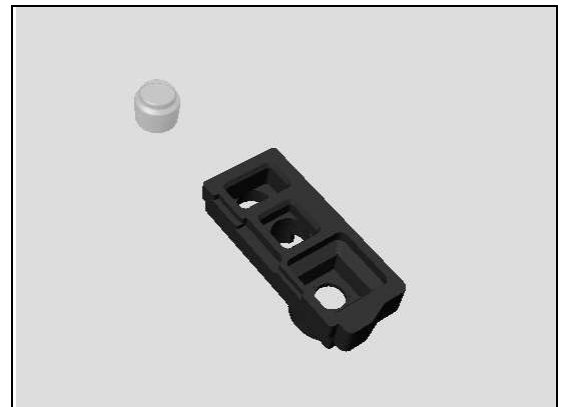
Inspect the rubber on the Front Cover Assy and the proximity switch and proximity sensor on the Main PBA.

Action:

1. If dirty – clean them.



2. If the rubber is damaged – replace the Rubber Sensor and Light Pipe Sensor.
3. Replace Main PBA.



Problem Areas

1.17 Real Time Clock

1.17.1 Real Time Clock test fails

Action:

Replace the Main PBA.

Problem Areas

1.18 Total call time

1.18.1 Total call time fails

Action:

Replace the Main PBA.

Problem Areas

1.19 External Memory

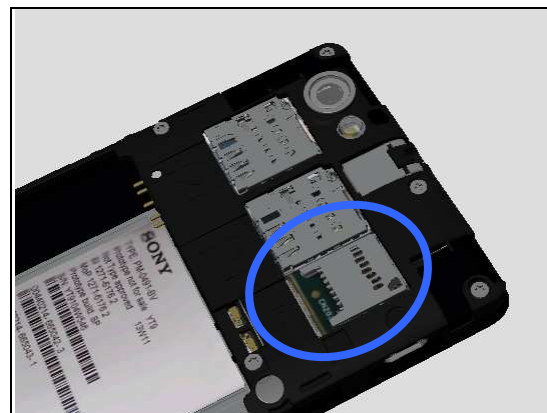
1.19.1 Memory Card not detected

Check:

Inspect the external area of the memory card holder and check if a memory card can be properly inserted.

Action:

1. If dirty or clogged – clean the holder.



Check:

Inspect the SIM Board.

Action:

1. If dirty or clogged – clean the holders.
2. If SIM Board is damaged – replace the SIM Board, SIM Board Adhesive and Flash LED Gasket.

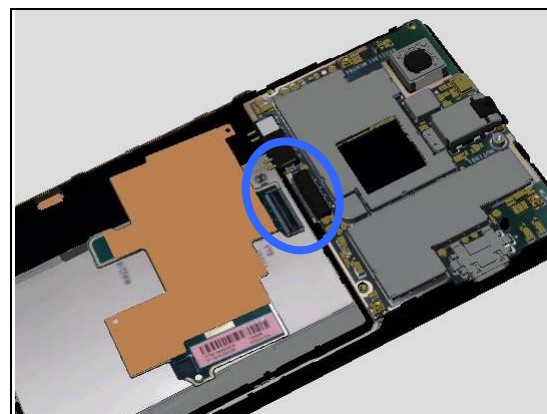


Check:

Check the connection of the BtB connector from SIM Board to the Main PBA.

Action:

1. If not properly connected – disconnected and reconnected it.
2. If dirty or oxidized – clean it.

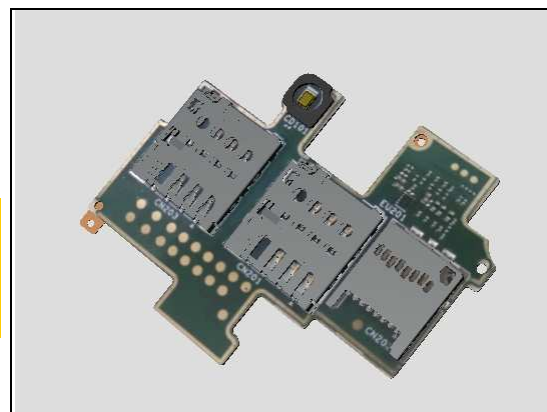


3. If the connector or the SIM card holders of the SIM Board is damaged – replace the SIM Board.

4. Replace the Main PBA.

G-sensor Calibration should be performed after replacing SIM Board.

For G-sensor Calibration, refer to 1277-8589 Trouble Shooting Application.



Problem Areas

1.20 Security

1.20.1 Security fails

Action:

Replace the Main PBA.

Problem Areas

1.21 FM Radio

1.21.1 No/Poor FM Radio reception

Use a CTIA type headset to do the test!

Check:

Inspect the audio jack.

Action:

If dirty or oxidized – clean it.

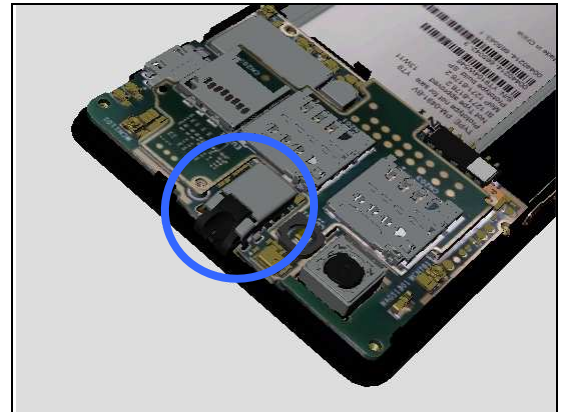


Check:

Inspect the audio jack on the Main PBA.

Action:

1. If dirty or oxidized – clean it.
2. Replace the Main PBA.



Problem Areas

1.22 Verify Certificates

1.22.1 Verify certificates fails

Action:

Replace the Main PBA.

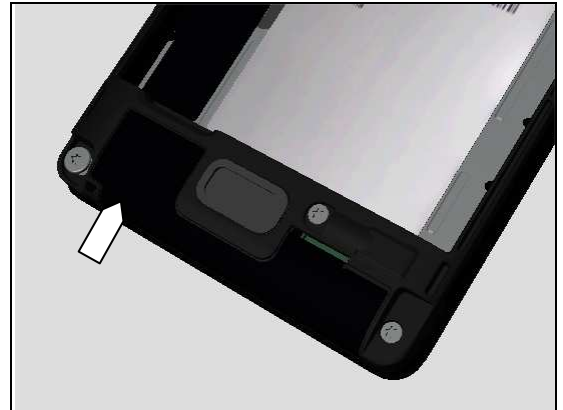
Problem Areas

1.23 Network & Signal

1.23.1 No/Poor signal

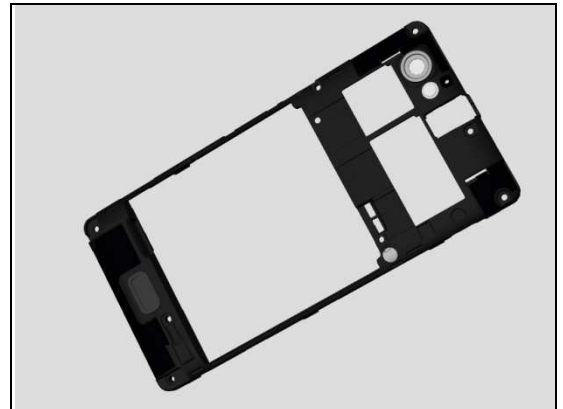
Check:

Inspect the main antenna on the Rear Cover.



Action:

If the antenna is damaged – replace the Rear Cover.

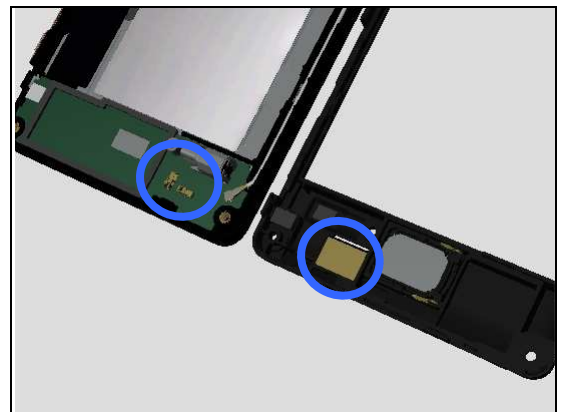


Check:

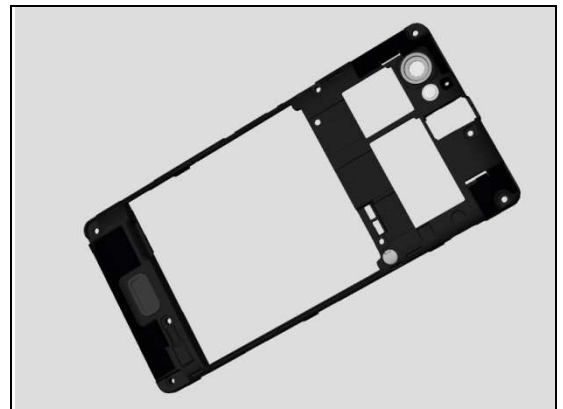
Inspect the main antenna contact pads on the Rear Cover and contact pins on the Sub PBA.

Action:

1. If dirty – clean the pads and pins.



2. If the contact pads are damaged – replace the Rear Cover.



Problem Areas: Network & Signal

Check:

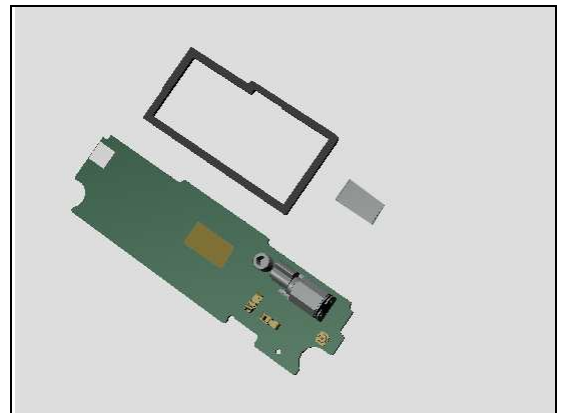
Inspect the connectors of the Coaxial Cable to the ANT Board.

Action:

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



3. If the contact pins or the connector is damaged – replace the ANT Board, Speaker Sponge and Ant Speaker Gasket.

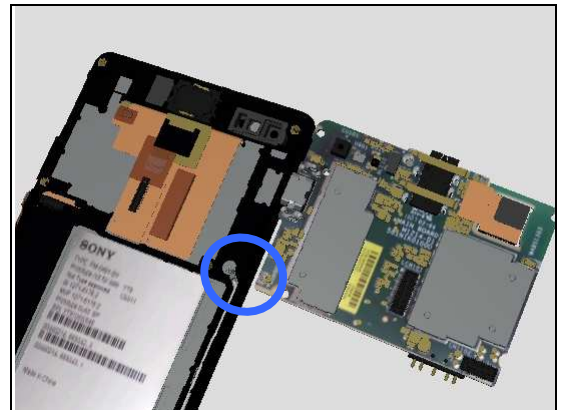


Check:

Inspect the connector of the Coaxial Cable to the Main PBA.

Action:

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



3. If the Coaxial Cable or either of its two connectors is damaged – replace the Coaxial Cable.
4. Replace ANT Board
5. Replace the Main PBA.



Problem Areas

1.24 SIM

1.24.1 SIM not detected

Check:

Inspect the external area of the SIM card holders and check if the SIM cards can be properly inserted.

Action:

If dirty or clogged – clean the holders.



Check:

Inspect the SIM Board.

Action:

1. If dirty or clogged – clean the holders.
2. If SIM Board is damaged – replace the SIM Board, SIM Board Adhesive and Flash LED Gasket.

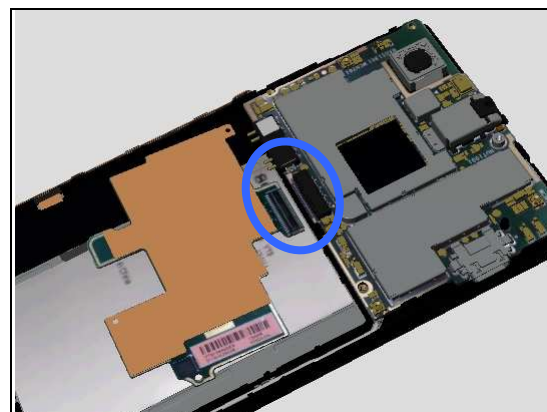


Check:

Check the connection of the BtB connector from SIM Board to the Main PBA.

Action:

1. If not properly connected – disconnected and reconnected it.
2. If dirty or oxidized – clean it.

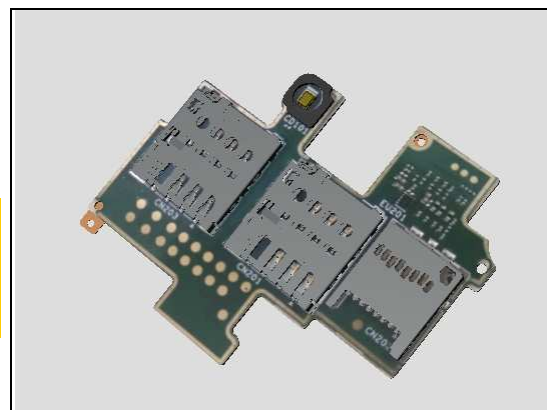


3. If the connector or the SIM card holders of the SIM Board is damaged – replace the SIM Board.
4. Replace the Main PBA.

3. If the connector or the SIM card holders of the SIM Board is damaged – replace the SIM Board.
4. Replace the Main PBA.

G-sensor Calibration should be performed after replacing SIM Board.

For G-sensor Calibration, refer to 1277-8589 Trouble Shooting Application.



Problem Areas: SIM

1.24.2 Incorrect SIM indicated

Check:

Inspect 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.



Check:

Inspect the SIM Board.

Action:

1. If dirty or clogged – clean the holders.
2. If SIM Board is damaged – replace the SIM Board, SIM Board Adhesive and Flash LED Gasket.

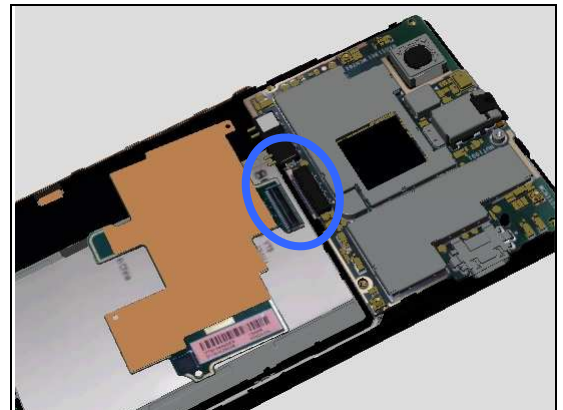


Check:

Check the connection of the BtB connector from SIM Board to the Main PBA.

Action:

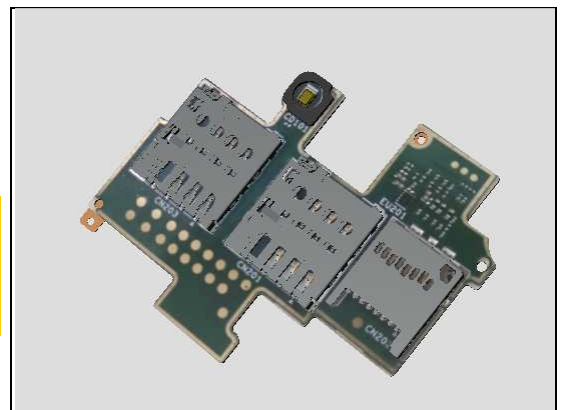
1. If not properly connected – disconnected and reconnected it.
2. If dirty or oxidized – clean it.



3. If the connector or the SIM card holders of the SIM Board is damaged – replace the SIM Board.
4. Replace the Main PBA.

G-sensor Calibration should be performed after replacing SIM Board.

For G-sensor Calibration, refer to 1277-8589 Trouble Shooting Application.



Problem Areas

1.25 Charging

1.25.1 Battery will not charge

Check:

Inspect the contact pads of the battery.

Action:

1. If dirty or oxidized – clean the pads.
2. If damaged – replace the battery.



Check:

Inspect the battery contact pins.

Action:

1. If dirty or oxidized – clean the contact pins.
2. If adhesive is detected on the contact pins – use an eraser to gently rub off the adhesive.
3. If the contact pins are damaged – replace the Main PBA.



Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.
2. Replace the Main PBA.



Problem Areas

1.26 HandsFree by Wire

1.26.1 Connection to Portable HandsFree fails

Use a CTIA type headset to do the test!

Check:

Inspect the external area of the audio jack.

Action:

If dirty or oxidized – clean it.



Check:

Inspect the audio jack.

Action:

If dirty or oxidized – clean it.

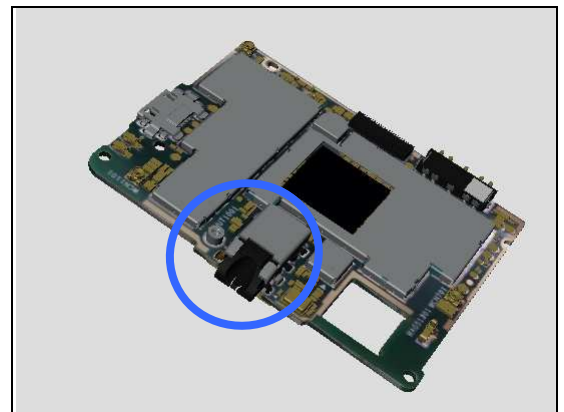


Check:

Inspect the audio jack on the Main PBA.

Action:

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



Problem Areas

1.27 Data Communication

1.27.1 Data transfer via System Connector fails

Check:

Inspect the external area of the USB connector.

Action:

If dirty or oxidized – clean the connector.

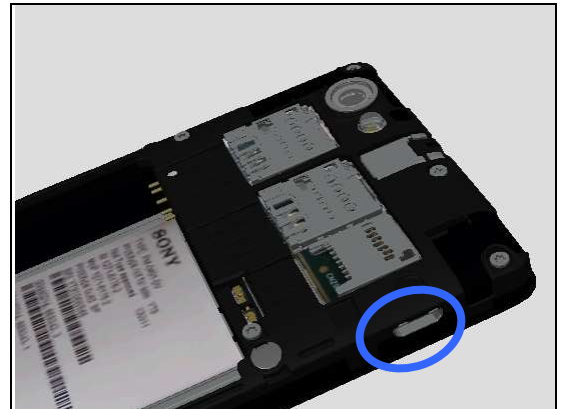


Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.
2. Replace the Main PBA.



Problem Areas

1.28 Flash LED Defects

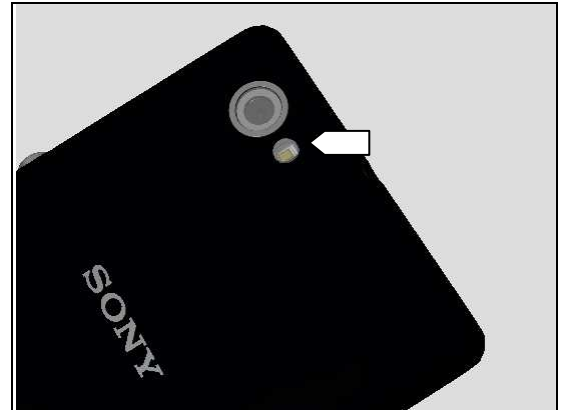
1.28.1 Flash LED defects

Check:

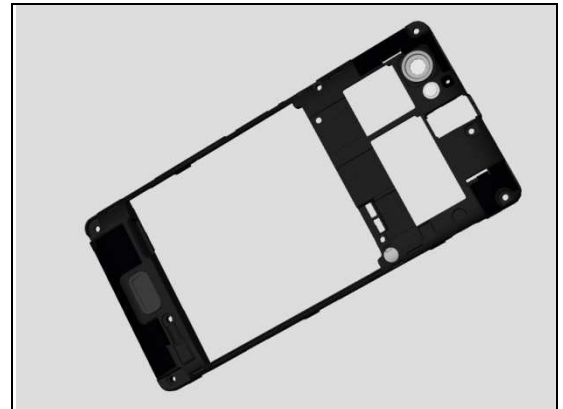
Inspect the external area of the flash LED window.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Rear Cover.



Check:

Inspect the SIM Board.

Action:

1. If dirty or clogged – clean it.

2. If SIM Board is damaged – replace the SIM Board, SIM Board Adhesive and Flash LED Gasket.



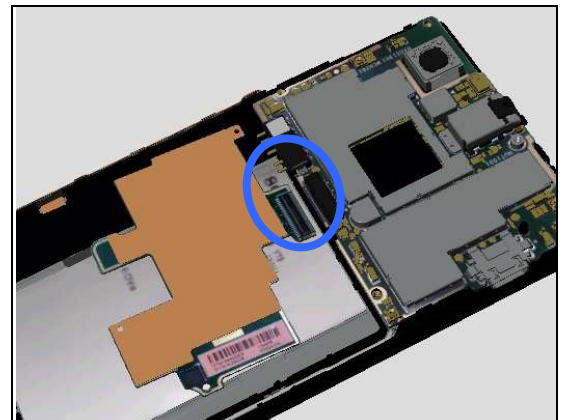
Check:

Check the connection of the BtB connector from SIM Board to the Main PBA.

Action:

1. If not properly connected – disconnected and reconnected it.

2. If dirty or oxidized – clean it.

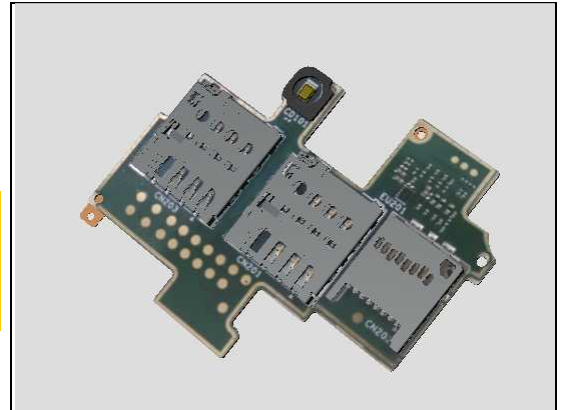


Problem Areas: Flash LED

3. If the connector or the SIM card holders of the SIM Board is damaged – replace the SIM Board.
4. Replace the Main PBA.

G-sensor Calibration should be performed after replacing SIM Board.

For G-sensor Calibration, refer to 1277-8589 Trouble Shooting Application.



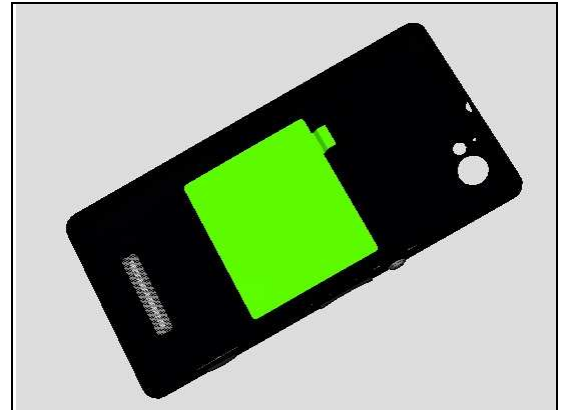
Problem Areas

1.29 NFC

1.29.1 NFC malfunctions

Check:

Inspect the NFC antenna on the Battery Cover Assy.



Action:

If the antenna is damaged – replace the Battery Cover Assy.



Check:

Inspect the NFC antenna contact pads on the Battery Cover Assy and the contact pins on the Main PBA.

Action:

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



2. If the contact pads are damaged – replace the Battery Cover Assy
3. Replace Main PBA.



2 Revision History

Rev.	Date	Changes / Comments
1	2013-Aug-09	Initial release
2	2013-Sep-12	Update G-Sensor Calibration reference document