

Technical Troubleshooting Ticket

Device: Samsung Galaxy S22 Ultra

Reported by: Customer

Date: 11/03/2025

Technician: The Hao Diep

Issue Description

Customer reports that the Samsung Galaxy S22 Ultra suddenly experienced screen failure. The device became hot, the display went completely black, but the phone still appears active (sound, vibration).

Customer requests urgent data backup and extraction before sending the device to Samsung service for screen replacement.

Preliminary Observation

- Device powers on and responds to touch/vibration.
- No visual output on built-in display.
- Device heats up abnormally prior to screen failure.
- USB connection detected by PC.

Probable Cause

- **Primary suspicion:** Display panel failure due to prolonged heat exposure.
- **Possible contributing factors:**
 - Loose or oxidized display–mainboard flex cable.
 - Burnt display IC on the mainboard (display not functioning though system runs).

Diagnostic Verification

- Connected the phone via USB-C hub to an external monitor and mouse.
- External display output successfully detected → confirms mainboard and system are functional.

- Screen remains black → isolates fault to display assembly or display IC.

Corrective Action

1. Press and hold Volume Up + Volume Down, then connect the USB-C hub to enable external display via Samsung DeX mode.
2. External monitor shows phone interface.
3. Used mouse to navigate and unlock device (if required with pattern/PIN).
4. Backed up critical data to customer-provided USB drive and/or uploaded to Google Drive.
5. Verified all data successfully transferred.
6. Advised customer to send device to Samsung Authorized Service for screen replacement and full board inspection (since soldered components require OEM diagnostics).

Resolution

Data successfully extracted and secured.

Built-in display remains non-functional — requires OEM hardware repair.

Customer informed and acknowledged next steps.

Preventive Recommendation

- Monitor device temperature; avoid continuous high-temperature operation (gaming, charging while in use).
- Periodically check for overheating or display flickering as early warning signs.
- Use original charger and avoid exposure to heat or direct sunlight for extended periods.