Smarter technology for all

E-Support Parts Lookup Manual

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Lenovo Global Product Education

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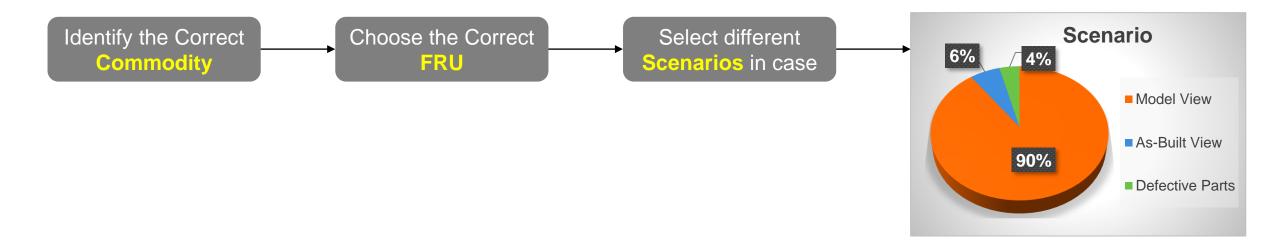
Course Topics

- General Introduction

- Identify the Correct Commodity to Order

- Choose the Correct FRU to Order
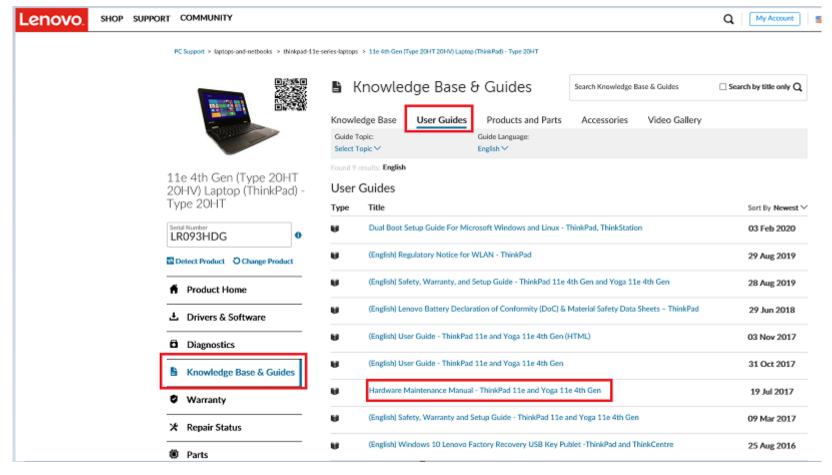
- Commodity Mapping List

General Introduction

■ This Manual is aimed to guide you through identifying the correct part with E-Support Parts Lookup. Please use this manual as an official way to check correct part.

*E-Support Parts Lookup: https://support.lenovo.com/us/en/partslookup

Identify the Correct **Commodity**	→	Choose the Correct **FRU**	→	Select different **Scenarios** in case	→

Scenario

6%   4%

90%

- Model View
- As-Built View
- Defective Parts
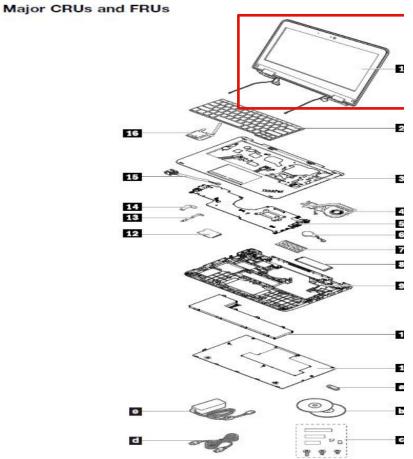
Identify the Correct Commodity to Order – a.

■ Refer to the HMM (Exploded Diagram & FRU Description) and identify the correct part commodity

  • Where to find the HMM
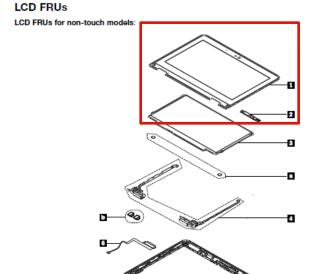
Identify the Correct Commodity to Order – b.

- Use the exploded diagram together with the FRU description to identify the correct commodity to order

Example: defective part is LCD bezel, according to exploded diagram & FRU description, LCD bezel assembly is an independent FRU, so the correct commodity to order should be "LCD bezel assembly"

Major CRUs and FRUs

No.	FRU descriptions	Self service CRU	Optional CRU
1	LCD unit (see "LCD FRUs" on page 49)	No	No
2	Keyboard	No	Yes
3	Keyboard bezel assembly	No	No
4	Thermal fan	No	No
5	System board assembly	No	No
6	Coin-cell battery	No	Yes
7	Memory module	No	Yes
8	M.2 solid-state drive	No	Yes
9	Base cover assembly	No	No
10	Battery	No	No
11	Bottom cover	No	Yes
12	Wireless LAN card	No	Yes
13	Bracket for the Ethernet connector and USB connector	No	No
14	Bracket for the dc-in connector	No	No
15	dc-in connector	No	No
16	Media card reader board	No	No
a	Lenovo factory recovery USB key*	No	No
b	Lenovo recovery disc set*	No	No
c	Screw kits and miscellaneous parts	No	No
d	Power cord	Yes	No
e	ac power adapter	Yes	No

Note: The Lenovo factory recovery USB key [a] and the Lenovo recovery disc set [b] are used to restore the Microsoft Windows operating system. They might not come with the computer, and a user might order them from http://www.lenovo.com/lenovorecovery, though additional shipping and handling fees might apply.
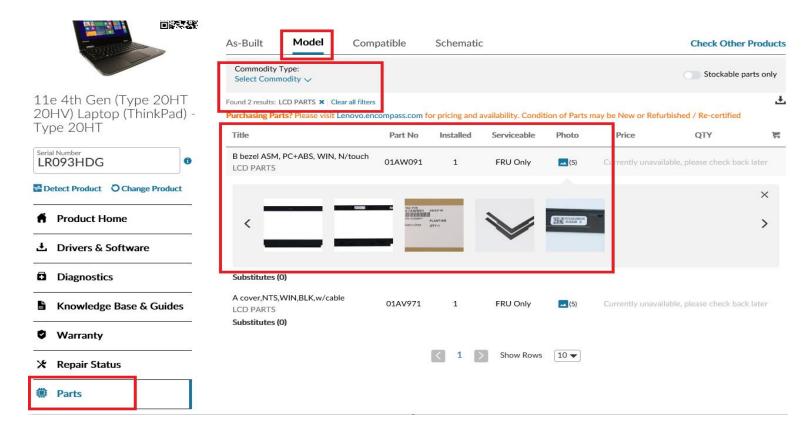
LCD FRUs

LCD FRUs for non-touch models:

No.	FRU descriptions	Self-service CRU	Optional CRU
1	LCD bezel assembly	N	N
2	Camera/microphone board	N	N
3	LCD panel without touch function	N	N
4	Screw caps	N	N
5	Hinges	N	N
6	LCD rear cover assembly (including antenna kits and camera/microphone/CCD module cables)	N	N
7	LCD cable	N	N
8	Hinge rubbers	N	N

Choose the Correct FRU to Order – a.

■ Filter the "commodity type" in "Model" view, find the correct FRU by "Title" & "Photo"

*If you find a gap between FRU description in HMM and Commodity Type in E-Support parts Lookup, you can refer to the mapping list on [page14]

Example: filter the results by commodity type "LCD PARTS", then find 01AW091 as the correct LCD bezel FRU according to the part description or photo.
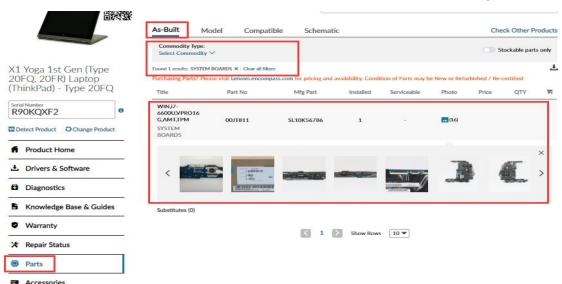
Choose the Correct FRU to Order – b.

■ "Model" is the priority 1 view to find FRUs. However, you will need to use the "As-Built" view in the following scenarios:

• **Scenario 1: Customer machine is a CTO model or special bid.**
   *The MTM of CTO model is "XXXX**CTO1WW**". The MTM of special bid is "XXXX**S**XXXXXX".
Example: Defective part is the system board. Filter commodity type in "As-Built" view, then find the system board FRU is 00JT811.

*If you cannot find the correct FRU in "As-Built" view for CTO model or special bid, please send e-mail to pcgsvc@lenovo.com for help needed from SPE team.
(Make sure to use the exploded diagram together with the FRU description to identify the **CORRECT COMMODITY** in HMM before ordering. Especially for ASM parts, like LCM vs LCD, C-cover w/KBD vs KBD and so on.)
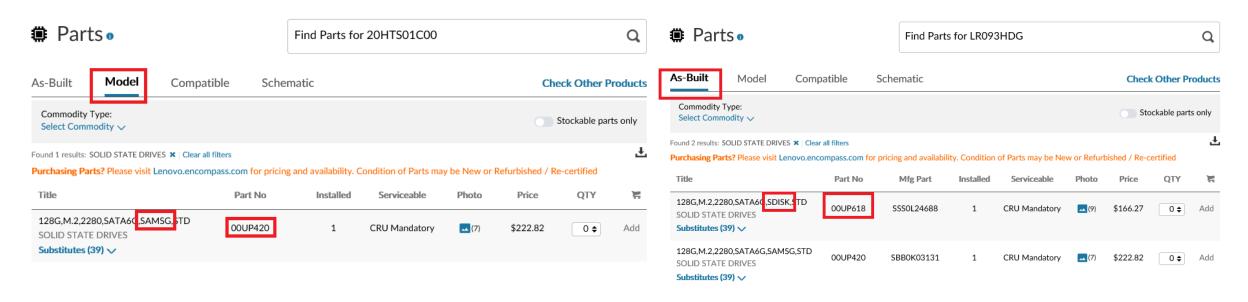
Choose the Correct FRU to Order – c.

- **Scenario 2: Customer only accepts As-Built FRU, does not accept substitutions**
  *The FRU corresponding with "Mfg Part" which does not begin with "SBB"(SBBxxxxxxx) should be the same FRU as the customer's defective part.

Example: Defective part is Sandisk SSD, but in "Model" view it is Samsung SSD. Find Sandisk SSD in "As-Built" view, the FRU is 00UP618.
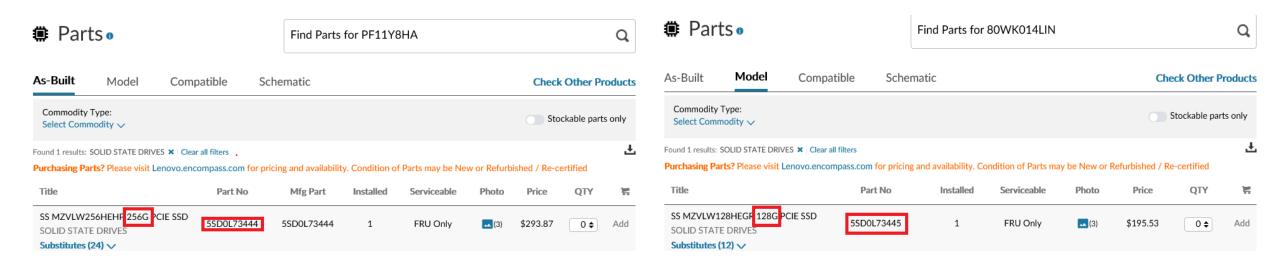(Make sure to use the exploded diagram together with the FRU description to identify the **CORRECT COMMODITY** in HMM before ordering. Especially for ASM parts, like LCM vs LCD, C-cover w/KBD vs KBD and so on.)

Choose the Correct FRU to Order – d.

- **Scenario 3: the defective part specification is different from the "Model" view FRU but the same with the "As-Built" view, mostly because MFG used an off-spec "Mfg Part" when producing this unit.**

Example: The original configuration for the unit is 128G SSD, but in fact 256G SSD was installed by MFG (aligned with customer)

Choose the Correct FRU to Order – e.

- If the FRU is the same between "Model" & "As-Built" view, but different from the customer's defective part, then check if any of the following situations happened:
    - Customer bought an option/upgrade part with the new unit. (Check invoice to confirm)
    - Service used an upgrade or off-spec FRU in previous repair.(Check SO history to confirm)

If yes, order the FRU using the defective part's FRU.

Choose the Correct FRU to Order – f.1
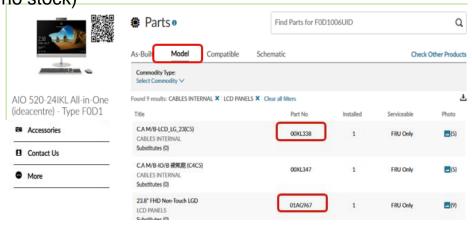# AIO LCD& LCD backlight cable match issue

Background: The AIO LCD and corresponding LCD backlight cables only match with each other, e.g. BOE LCD only matches with BOE cable. You cannot use an LG cable for a BOE panel.

➢ When you need to order an LCD/LCM for AIO Model:
Evaluate if you just need the LCD or an LCM by checking the HMM;
   a. If you need a **bare LCD**, then order the part as "As-Built", in case the "As-Built" LCD doesn't have it in stock, you can also order another LCD FRU + cable FRU together in the "Model" view.
   b. If you need an **LCM (LCD + cable)**, order it in "Model" view.

Example-a for order bare LCD: order "As-Built"

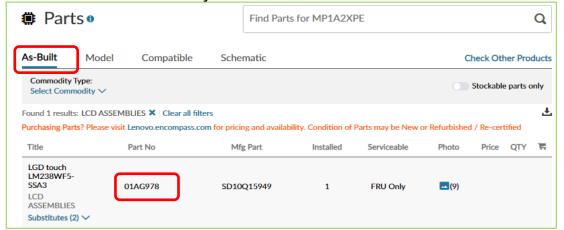Example-a for order bare LCD: order as "Model" (bare LCD no stock)

AIO LCD& LCD backlight cable match issue

➢ When you order an LCD Cable for an AIO Model:

  a. Order in "Model" view. If the "Model" view has only 1 cable, check if the "Model" view LCD/LCM FRU is the same with "As-Built" or not. If yes, you only need to order the cable; if not, you need order **ANOTHER** LCD/LCM in "Model" view.

Example-a: "Model" view has only one cable. "As-Built" and "Model" have same LCD 01AG978, then order LCD cable 00XL337 for the SN
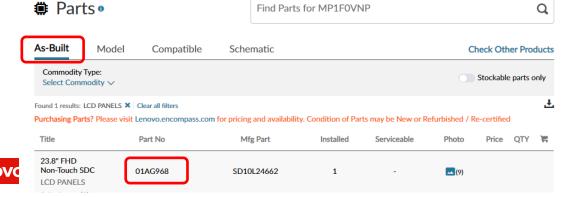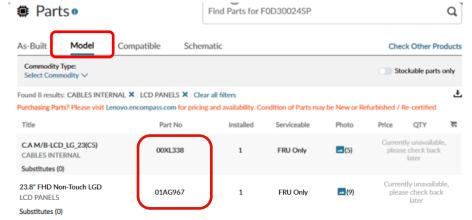

Example-a: "Model" view has only one cable. "As-Built" and "Model" have different LCD FRU, then need order **another LCD** as "Model" view for the SN
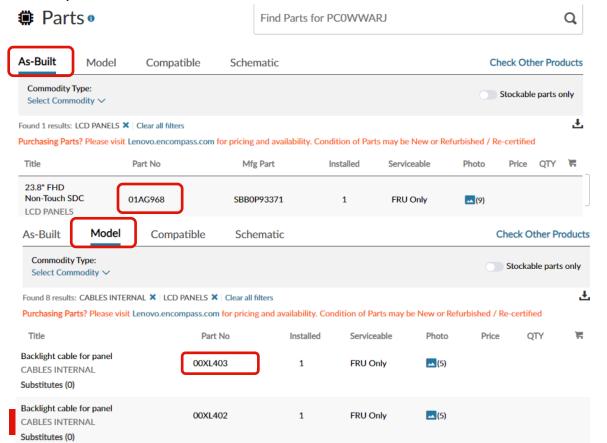
AIO LCD& LCD backlight cable match issue

➢ When you order an LCD Cable for an AIO model:

    b. Order in "Model" view. If the "Model" view has more than 1 cable, order the correct cable by checking the "As-Built" LCD/LCM vendor info. Order the cable with the same vendor info. If there is no vendor info, you can also check AIO LCD& LCD cable matrix here:

    http://seservice.lenovo.com/static_file/tape/LCDandCable.html

Example-b: "Model" view has more than 1 cable. Cable name does not show vendor info, so check AIO LCD& LCD cable matrix

Order 00XL403 according to AIO LCD& LCD cable matrix

Model	MT	LCD	LCD CABLE
V530-24ICB	10UW	01AG967	01YW373
V530-24ICB	10UW	01AG968	01YW375
V530-24ICB	10UX	01AG967	01YW373
V530-24ICB	10UX	01AG968	01YW375
V540-24IWL AIO	10YS	01AG967	01YW373
V540-24IWL AIO	10YS	01AG968	01YW375
Singapore_M5-1.0	F0E3	01AG967	01YW373
Singapore_M5-1.0	F0E3	01AG968	01YW375
IdeaCentre A340-24ICB	F0E6	01AG967	01YW373
IdeaCentre A340-24ICB	F0E6	01AG968	01YW375
IdeaCentre A340-24IGM	F0E7	01AG967	01YW373
M920z	10S6	01AG967	00XL402
M920z	10S6	01AG968	00XL403

Vendor info for reference:

Vendor	Vendor Abbreviation in FRU Name
LGD	LG
BOE	BOE
Innolux	INX
Samsung	SDC
AUO	AUO

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thanks.

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for all

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