**Smarter technology for all**

# E-Support
# Parts Lookup Manual

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Lenovo Global Product Education

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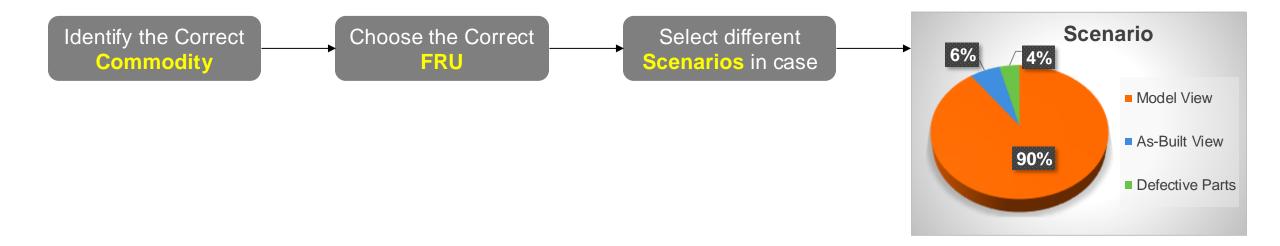- For more information, visit: http://shop.lenovo.com/us/en/legal/copytrade/.

# Course Topics

❑ General Introduction

❑ Identify the Correct Commodity to Order

❑ Choose the Correct FRU to Order

❑ Commodity Mapping List

❑ Thursday Tech Tips:

1. How to Identify the correct part with E-support Parts Lookup website

2. MSD Guide for parts lookup according to Model (SBOM)

3. Sharing : How to check the parts lookup information with Web portal PD tree
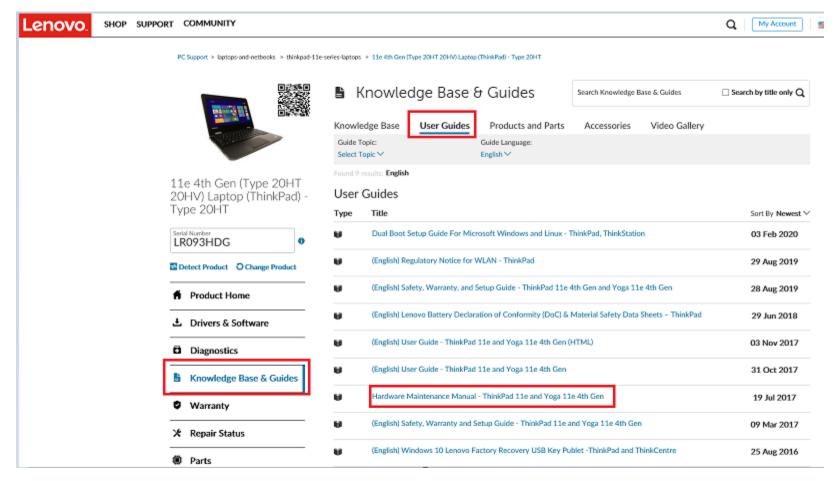
# General Introduction

- 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

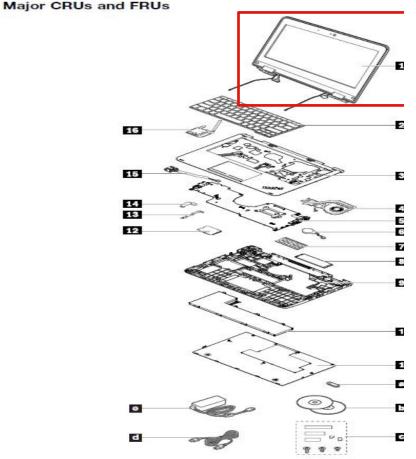# Identify the Correct Commodity to Order – a.

■ 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"
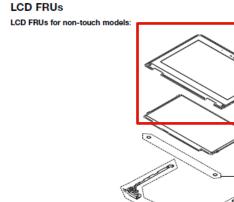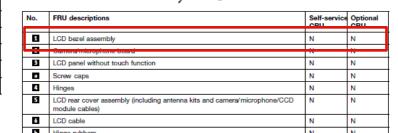
**Major CRUs and FRUs**



| 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:**



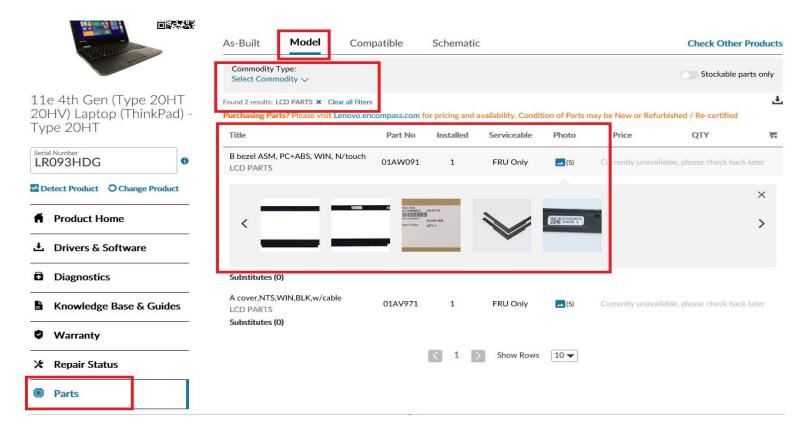| No. | FRU descriptions | Self-service CRU | Optional CRU |
|---|---|---|---|
| 1 | LCD bezel assembly | N | N |
| 2 | Camera/microphone board | N | N |
| 3 | LCD panel without touch function | N | N |
| 4 | Screw caps | N | N |
| 5 | Hinges | N | N |
| 6 | LCD rear cover assembly (including antenna 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 page 16

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.
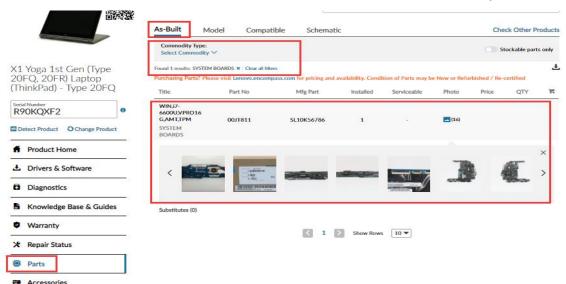


7

# 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.)
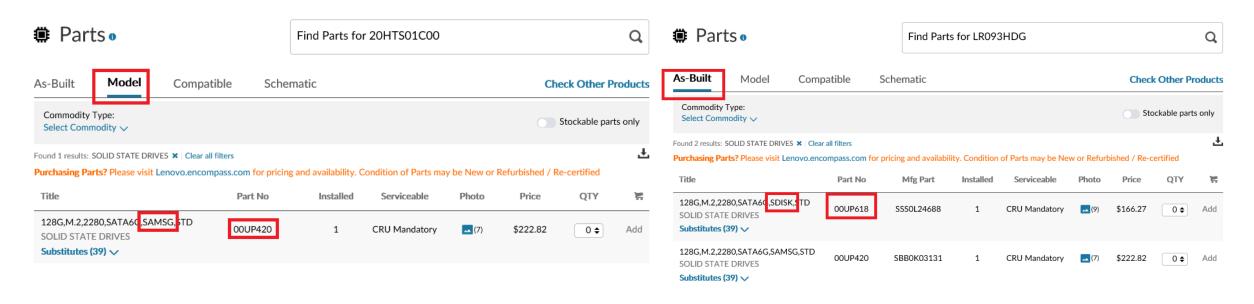
# Choose the Correct FRU to Order – c.

- **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.
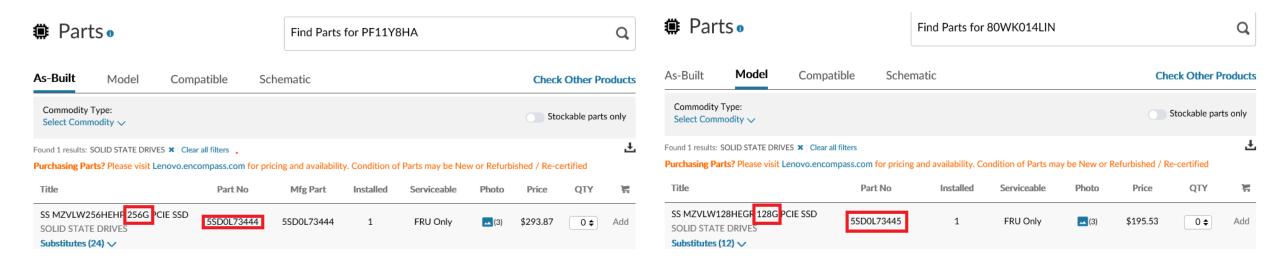  (Make sure to use the exploded diagram together with the FRU description to identify the **CORRECT COMMODITY** in HMM before ordering. Especially for ASM parts, like LCM vs LCD, C-cover w/KBD vs KBD and so on.)

# 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"

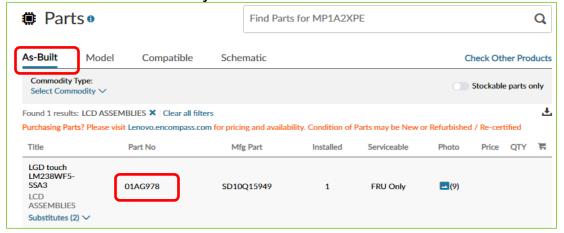Example-a for order bare LCD: order as "Model" (bare LCD no stock)

# 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
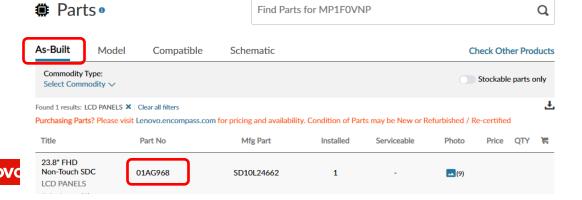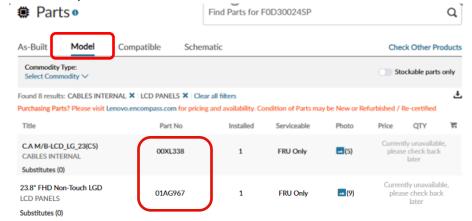


Example-a: "Model" view has only one cable. "As-Built" and "Model" have different LCD FRU, then need order **another LCD** as "Model" view for the SN
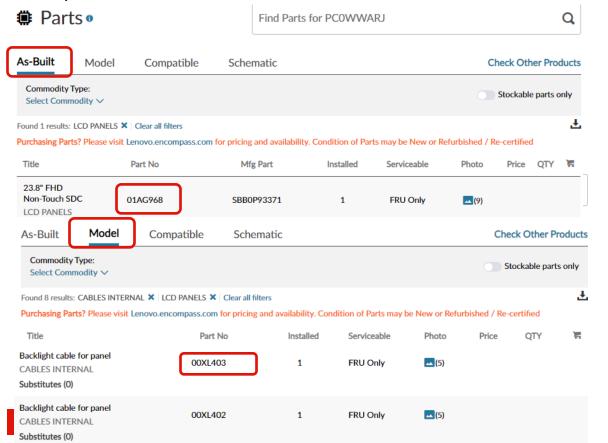


13

# 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

**⚙ Parts ⓘ**

Find Parts for PC0WWARJ 🔍

| **As-Built** | Model | Compatible | Schematic | | Check Other Products |

**Commodity Type:**
Select Commodity ⌄                    ⬤ Stockable parts only

Found 1 results: LCD PANELS ✖ | Clear all filters                    ⬇

Purchasing Parts? Please visit Lenovo.encompass.com for pricing and availability. Condition of Parts may be New or Refurbished / Re-certified

| Title | Part No | Mfg Part | Installed | Serviceable | Photo | Price | QTY | 🛒 |
|---|---|---|---|---|---|---|---|---|
| 23.8" FHD Non-Touch SDC LCD PANELS | 01AG968 | SBB0P93371 | 1 | FRU Only | 🖼(9) | | | |

| As-Built | **Model** | Compatible | Schematic | | Check Other Products |

**Commodity Type:**
Select Commodity ⌄                    ⬤ Stockable parts only

Found 8 results: CABLES INTERNAL ✖ | LCD PANELS ✖ | Clear all filters       ⬇

Purchasing Parts? Please visit Lenovo.encompass.com for pricing and availability. Condition of Parts may be New or Refurbished / Re-certified

| Title | Part No | Installed | Serviceable | Photo | Price | QTY | 🛒 |
|---|---|---|---|---|---|---|---|
| Backlight cable for panel CABLES INTERNAL Substitutes (0) | 00XL403 | 1 | FRU Only | 🖼(5) | | | |
| Backlight cable for panel CABLES INTERNAL Substitutes (0) | 00XL402 | 1 | FRU Only | 🖼(5) | | | |

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 |

13

# How to Identify the correct part with E-support Parts Lookup website
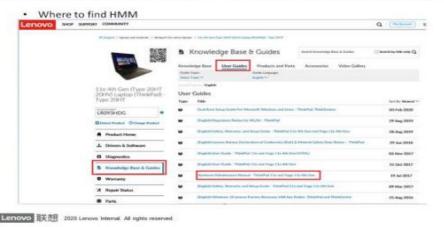
## Affected Model

All

## Solution :

CEC/FSE/admin to order parts following SBOM (Services Bill of Materials).

In the past, The LCM (LCD Module) repair was being requested a LCD panel only by engineer/admin which is unable to assembly into machine. Please refer the below pictures:

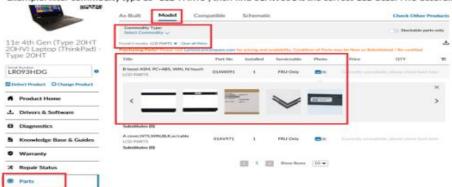## Identify the Correct Commodity to Order – a.

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

• Where to find HMM

## Choose the Correct FRU to Order – a.

■ Filter the "commodity type" in "Model" view, find the correct FRU by "Title" & "Photo"
*If you find gap between FRU description in HMM and Commodity Type in E-Support parts Lookup, you can refer to mapping list.
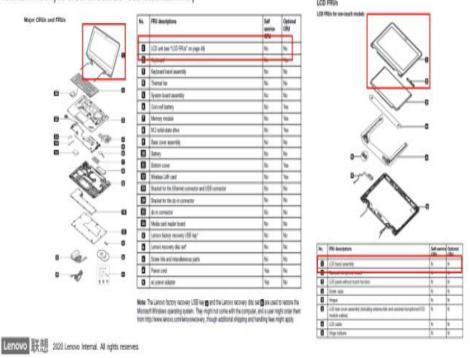
Example: filter commodity type as "LCD PARTS", then find 01AW091 is the correct LCD bezel FRU according to part description or photo

## 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"
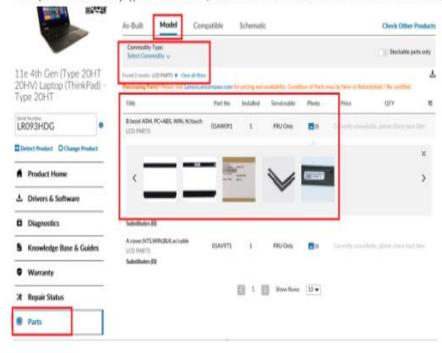


Unit with NON CTO model, For Example: 82HS0002SB

## Choose the Correct FRU to Order – a.

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

*If you find gap between FRU description in HMM and Commodity Type in E-Support parts Lookup, you can refer to mapping list.

Example: filter commodity type as "LCD PARTS", then find 01AW091 is the correct LCD bezel FRU according to part description or photo



As-built is for servicers to validate the 8S / component level FRU.
For repair, please order FRU by SBOM list.

**TTT references**: https://apps.bsharpcorp.com/users_documents/12948

13

# Choose the Correct FRU to Order – b.

- ■ "Model" is the priority 1 view to choose FRU, however, you will need to use "As-built" view in 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 system board. Filter commodity type in "As-Built" view, then find the system board FRU is 00JT811.

*If you can not find 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.)

**TTT references**: https://apps.bsharpcorp.com/users_documents/12948

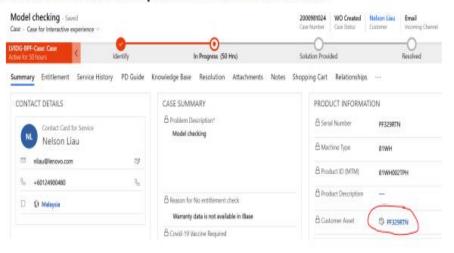MSD Guide for parts lookup according to Model (SBOM)

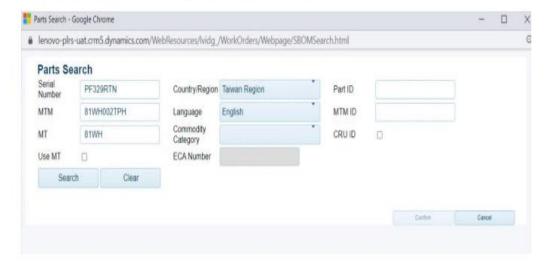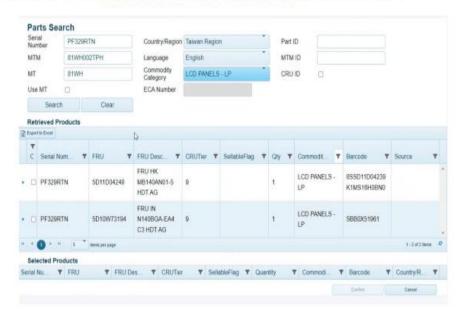| Applicable Systems |
|---|
| All system |

MSD Guidelines for parts lookup according to Model (SBOM)

## Solution

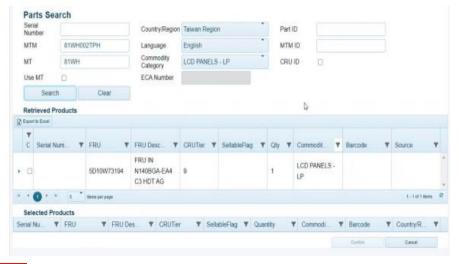1. Make sure Customer asset is inputted in the MSD work Order
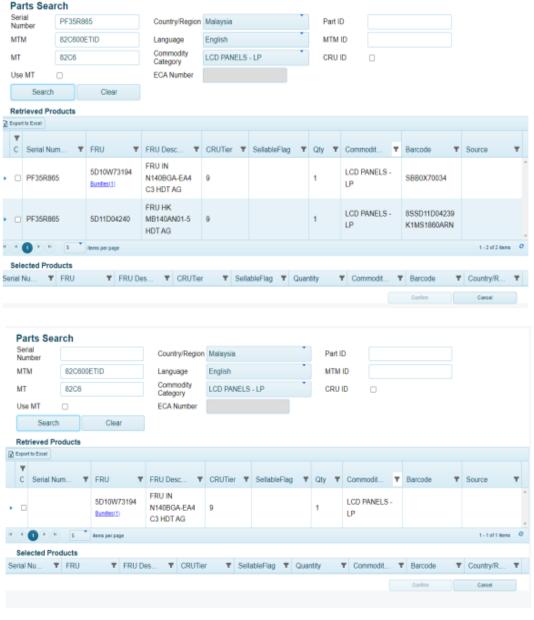


2. During Parts lookup, SN, MTM, and MT will show up

**TTT references**: https://apps.bsharpcorp.com/users_documents/13853

13

**3. In the event there are <mark>2 parts shown after the lookup</mark>, proceed to step 4**

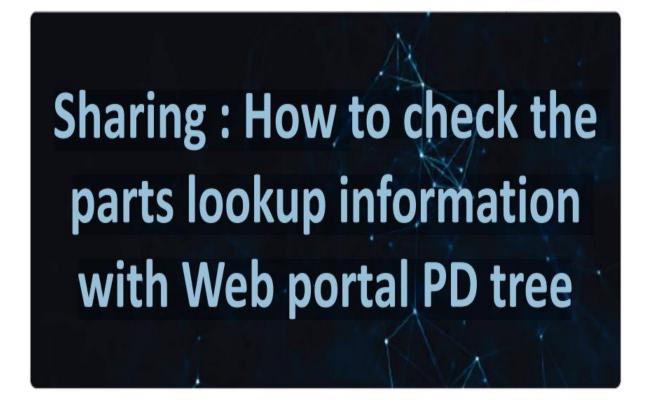**Another example for your references:**



**4. <span style="color:red">Remove the Serial number</span> to search again. <mark>By searching MTM only</mark>, you will get the parts in Model (SBOM).**

**TTT references**: https://apps.bsharpcorp.com/users_documents/13853

13

**Sharing : How to check the parts lookup information with Web portal PD tree**

1. Go to the **PD tree page** and click the button "**Input MTM & SN**".

2. Input the correct **MTM & S/N** and click the **Save** button.
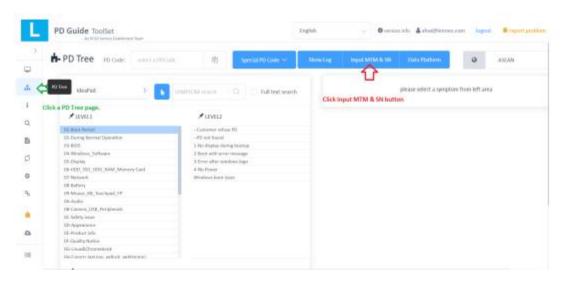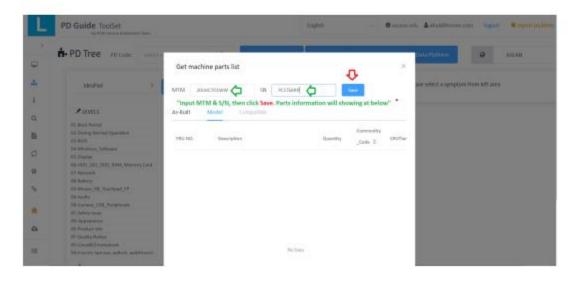
**Applicable Systems:**

All System

**Description:**

Method on how to check the parts lookup with web portal PD tree

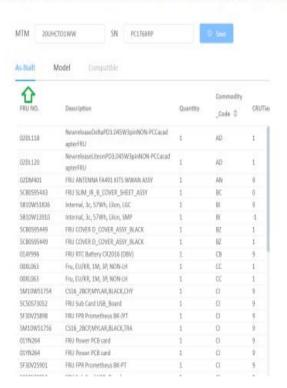**Web portal PD guide Link**: https://seservice.lenovo.com/home

**TTT references**: https://apps.bsharpcorp.com/users_documents/14991

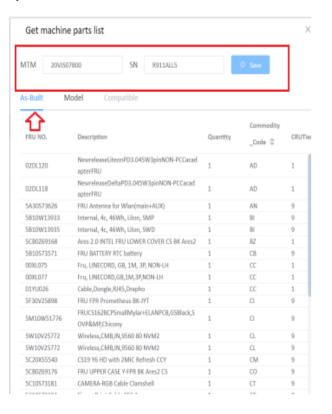**3.** When user **input CTO and special build models MTM & S/N**, the parts lookup tool will auto scan the "**As-Built**" and display the **parts dispatch information**.
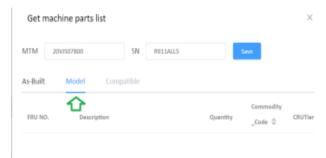


**4.** When you selected as **SBOM(Model),** the tool will not show anything.
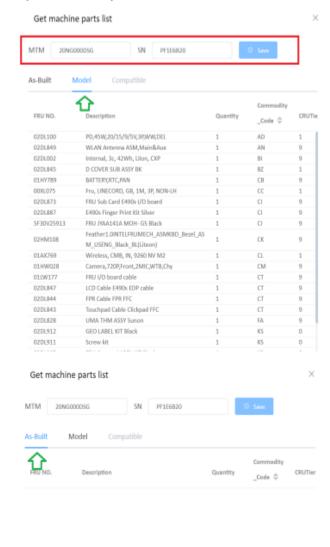


**Example of Special build models:**



**5.** Example of machine parts with normal MTM & SN.

**TTT references**: https://apps.bsharpcorp.com/users_documents/14991

13

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# Commodity Mapping List

| Commodity Code | FRU Description in HMM | Commodity Type in E-support Parts Lookup |
|---|---|---|
| AD | AC Adapter | AC ADAPTERS |
| AN | Antennas | ANTENNA |
| BA | Rechargeable Batteries , external | RECHARGEABLE BATTERIES |
| BC | Consumptive Bezels | Consumptive Bezels |
| BI | Rechargeable Batteries , internal | Rechargeable Batteries , internal |
| BZ | CRU-able Bezels, service doors (CRU-able D-covers), ODD bezels | BEZELS/DOORS |
| CB | CMOS battery | CMOS BATTERIES |
| CC | Cable, External, power cord, USB cable, etc., and CRU-able internal cables | Cable, external or CRU-able internal |
| CE | Video Card | PCIe Card |
| CI | Cards misc, internal; USB, Audio, NFC module, fingerprint | CARDS MISC INTERNAL |
| CK | C-cover with keyboard | C-cover with keyboard |
| CL | Wireless LAN adapters | Wireless LAN adapters |
| CM | Camera, internal | CAMERAS |
| CO | Covers (A/B/C/D-Cover); typically non-CRU | COVERS |
| CT | Cable, Internal | CABLES INTERNAL |
| CW | Wireless WAN adapters | WIRELESS WAN ADAPTERS |
| DS | Docking stations | DOCKING STATIONS |
| DX | Drives, external, HDD's, etc. | Drives, external; HDD's, etc. |
| ED | PCIe SSD's | PCIe SSD's |
| FA | Fan; thermal assemblies, separate fans | FANS |
| HD | HDD | HARD DRIVES |
| HP | HDD parts; rails, screws, bracket, HDD cables, etc. | HDD PARTS |
| HS | Heat sink (if separate from fan) | HEAT SINKS |
| KB | Keyboard, external | KEYBOARDS EXTERNAL |

| Commodity Code | FRU Description in HMM | Commodity Type in E-support Parts Lookup |
|---|---|---|
| KI | Keyboard, internal | KEYBOARDS INTERNAL |
| KS | Screw kits, label kits, misc kits | KITS SCREWS AND LABELS |
| LA | LCD Parts, LCD bezel, hinge covers, A-cover Assembly | LCD PARTS |
| LF | LCD Assemblies, Hinge-up (HUD) LCM | LCD ASSEMBLIES |
| LP | LCD glass | LCD PANELS |
| M2 | M.2 Card | M.2 Card |
| MA | Mechanical assemblies; hinges | MECHANICAL ASSEMBLIES |
| MM | Memory | MEMORY |
| MN | Misc parts, internal; metal fan ducts, brackets, other unnamed internal parts | MISC INTERNAL |
| MO | Monitor | MONITORS EXTERNAL |
| MS | Mouse | POINTING DEVICES |
| MX | Misc parts, external; pens, holders, external opticals, unnamed external parts | Misc External; external opticals |
| OD | Optical Drives | OPTICAL DRIVES |
| OT | Option tape(Removable Tapes, Mylar,Sponge,thermal pad, rubber, rubber feet) | Option tape |
| PC | PCI Card and PCIe Card | PCI Card and PCIe Card |
| PL | System board, planar, motherboard | SYSTEM BOARDS |
| PS | Power Supply, Internal | POWER SUPPLIES INTERNAL |
| PU | Processors, CPU's | PROCESSORS |
| RC | Recovery media (DVD, USB, etc.) | RECRDMEDIA |
| SD | Solid state drives | SOLID STATE DRIVES |
| SI | Speakers, internal | SPEAKERS INTERNAL |
| SK | Speakers, external | SPEAKERS EXTERNAL |
| WU | Whole Unit Exchange | WHOLE UNIT EXCHANGE |