Smarter technology for all

PD Tool for Problem Determination

Lenovo Global CEC Education

Learning Outcomes

By the end of this course, you should be able to:

- > Explain the top 10 PD code scenarios
- ➤ Use the MSD PD tool to troubleshoot the top 10 PD code scenarios



No power



Display flickering, Corrupted video, Garbage display, White screen, colored screen, White display, LCD color bias, Abnormal colored, LCD monitor color cast

A few keys (not function keys) not working, wrong character displayed, keys wrongly mapped



TOP 10 PD Codes



Touchpad does not work

Camera not working



Battery cannot be charged, or Battery not detected

Power on but No Post (no display, No video) + no beep sound



ADAPTER :

Machine lag, slow, thermal performance, Stutter, CPU Throttling, GPU Throttling, Dynamic frequency

Hinge loose or damaged/Bezel Crack

AC adaptor faulty

No power

PD code 1: PDTIPZ141



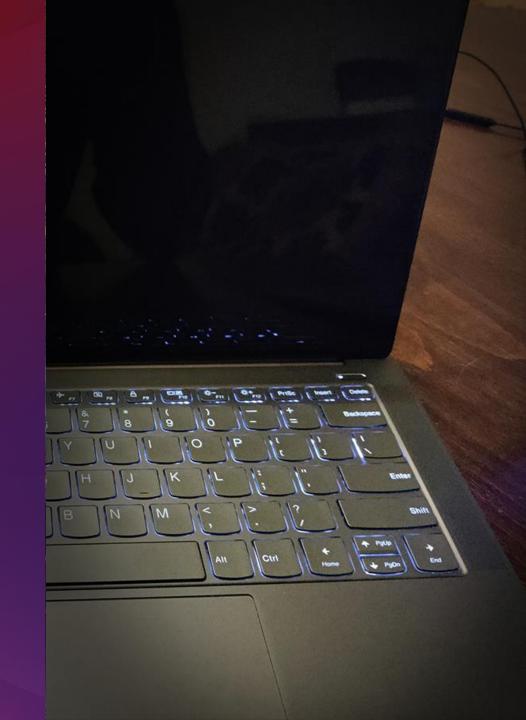
A few keys (not function keys) not working. Wrong character displayed; keys wrongly mapped

PD code 2: PDTIPZ921



Power on but No Post (no display, No video) + no beep sound

PD code 3: PDTIPZ112



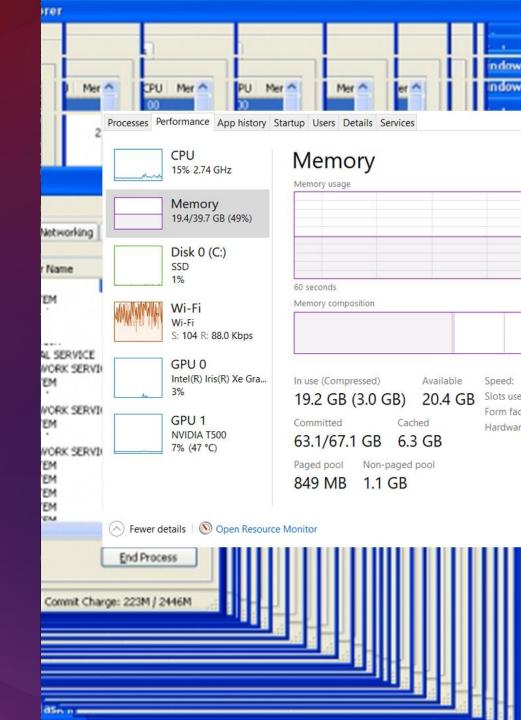
AC adaptor faulty

PD code 4: PDTIPZB31



Machine lag, slow, thermal performance, Stutter, CPU Throttling, GPU Throttling, **Dynamic frequency**

PD code 5: PDTIPZ261



Battery cannot be charged, or Battery not detected

PD code 6: PDTIPZ811



Activity

PDTIPZD21 Hinge loose or damaged/ Bezel

Crack

PDTIPZB31 AC adaptor faulty

PDTIPZ955 Touchpad does not work

PDTIPZ516 Display flickering, Corrupted video,

Garbage display, White screen,

colored screen, White display, LCD

color bias, Abnormal colored, LCD

monitor color cast





Activity - Display flickering

PDTIPZ516



Activity – Touchpad or TrackPoint does not work

PDTIPZ955



Activity - Camera not working

PDTIPZB11



Activity – Hinge loose or damaged/Bezel Crack

PDTIPZD21

