

# INVOICE\_ [REDACTED] \_Logs

## INITIAL CONTACT

- Contacted via 3rd Party, [REDACTED], for owner of Blue Mountain Caine, Frances Quempts; Requestor

## ISSUE PER REQUESTOR

- Laptop screen is not working correctly
- Other tech store suggested the issue was the mobo
  - Quote price to repair was \$500+ from other repair store

## DEEP DIVE - Initial Diagnostics

- Laptop Information
  - Laptop Model: HP ProBook 440 G9
  - Product ID#: [Here](#) (687N1UT - 440 G9 Notebook PC Wolf Pro Security Edition)
  - Service Manual: [Here](#)
- Laptop has multiple impact point
  - Screen appears nominal w/ zero visible physical damage
  - 3rd party stated Requestor was aware of the impact damage
    - See Pictures [HERE](#) titled "IMPACT\_DAMAGE"
- Powering on Laptop via Power Button shows the issue
  - Bottom of screen has intermittent flickering
    - See Video [HERE](#) titled "ISSUE\_FLICKER"
  - Issue is occurring in BIOS/UEFI
    - Issue is likely not software related
  - Issue is occurring in Windows; confirmed
- Connected HDMI to external Display from Laptop
  - Issue is not occurring on external Display
    - Issue is likely not GPU related
      - Issue is likely the Screen or the Screen/Display ribbon cable
- Removed laptop bottom plastic cover
  - Disconnected Battery
  - Display/Screen cable is firmly seated in port @ Mobo
    - Reseat Display cable @ Mobo
      - Issue was not resolved; issue is cable or screen
        - Display Cable Model#: DD0X8SLC400
        - Screen Model#: N00082-001
- Removed screen from plastic enclosure/bezel
  - Screen/Display cable is firmly seated in port @ Screen
    - Reseat Display cable @ Screen

- Flicker issue **WAS** resolved as display output is now nominal
    - See video [HERE](#) titled "ISSUE\_TEMP\_FIX.mp4"
- Re-sat screen into enclosure
  - Original flicker issue has returned
- Removed screen from enclosure
  - Flicker issue has been resolved
    - Having the screen out of the enclosure resolves flicker
    - Lightly pushing screen from the front on bottom middle causes flicker issue even outside of enclosure
    - Lightly pushing on display driver from the rear of the screen resolves issue even outside of closure

### **CONTACTED REQUESTOR**

- 3rd Party suggested to Requestor that estimated cost to repair would be around \$200
  - Requestor stated that would be okay; proceed...

**DIAGNOSTIC CONCLUSION:** Suggest replacement of screen and display cable as further deep dive of smaller components (ICs, Resistors, Diodes, Capacitors, Coil) w/ multimeter and then micro-solder repair would not be cost effective. New screen w/ new driver cost \$80 compared to further deep dive and accompanying repairs that would cost an additional \$69.99 with high "no-repair" rate.. Parts were ordered on [REDACTED]

All Pictures and Videos of the Device can be found in the following google drive folder

- [INVOICE\\_0005\\_MEDIA](#)

Parts being ordered per HP service manual and physical labels

- Display Cable:
  - **MPN#: DD0X8SLC400**
- Display/Screen:
  - **MPN#: N00082-001**

### **DEEP DIVE - PC Repair**

- Part arrived on [REDACTED]
  - Replaced screen/display (N00082-001) and display cable (DD0X8SLC400)
    - **RESOLVED:** Screen issue of "Flickering" is no longer occurring after parts replaced
    - VIDEO UPLOADED: Please see issue resolved in video [HERE](#)
      - Ticket [REDACTED] resolved

**REPAIR CONCLUSION:** ICs, Resistors, Diodes, Capacitors, Coil or similar components are going bad on the display driver. To eliminate the issue quickly and cost effectively the whole screen/display was replaced. Issue of screen flicker is no longer occurring.