



No Video/Bad Video

Unlikely cause: hard drive, optical drive, top case, battery, power adapter

Quick Check

Symptom	Quick Check
Power, but No Video <ul style="list-style-type: none"> • Power • No video • fan, hard drive spin, or optical drive reset sound • sleep LED is on or went on • light if Caps Lock pressed 	<ol style="list-style-type: none"> 1. Reset SMC. 2. Reset PRAM. 3. If no startup chime, verify with known-good memory. 4. Verify with external monitor. 5. Press Option key on startup.

Deep Dive

Check	Result	Action	Code
1. Characterize video issue Define whether the issue is a bad image with backlight OR no video issue. Verify whether some image even distorted is visible.	Yes	Bad image quality, go to step 5.	
	No	No image seen or no backlight, go to step 2.	
2. Isolate peripherals as cause: disconnect all peripherals, external devices, Express Card and display adapters if present and verify that video is displayed.	Yes	Suspect peripherals as cause. Reconnect one at a time, verifying unit operation at each stage.	
	No	Go to step 3.	
3. Adjust Brightness Power-on unit , attempt to adjust brightness to maximum using brightness (F1/F2) keys and verify that video is displayed.	Yes	Video displayed - Brightness set to minimum, panel backlight was inadvertently turned off. If backlight returns to low check for stuck F1 key on keyboard.	
	No	Go to step 4.	
4. Reset SMC and verify that system video is displayed.	Yes	Corrupt SMC state preventing video.	
	No	Go to step 5.	



5. Reset PRAM. If no action, use external keyboard with same sequence. Verify that system video is displayed.	Yes	Invalid or corrupt PRAM contents affecting video output.	
	No	Go to step 6.	
6. Connect external video: Connect known-good VGA/ DVI adapter to known-good display, press power button and close display to force main screen startup on external video. Verify that video is correct when displayed from external display.	Yes	Video correct on external display. Research available firmware and software updates, retest. If returning with software already updated, go to step 7.	
	No	Replace logic board with according symptom code: -no video -bad/distorted video	M03 M04
7. Isolate LCD display detection: Disconnect external monitor and reopen display and restart unit. Verify that sleep LED indicator goes off after internal LCD has been detected.	Yes	Sleep LED goes off when LCD detected. -If still no video then Go to step 8, -If video present, but with defect, go to step 9.	
	No	Internal LCD not detected. Run Clamshell Service Diagnostic utility and check for LCD panel presence. If not found, reseal LVDS cable connection on logic board and retest. If sleep LED does not go off after cable is reseated, go to step 10.	
8. Check for sleep sensor condition. If display assembly sleep sensor is stuck in a closed state, video will appear on internal display temporarily, until the OS sleeps the system. Disconnect BIL/ sleep cable and restart unit without external display. Verify that system starts up with video on internal display stays on and does not go into sleep mode.	Yes	Sleep sensor was stuck or had shorted cable. Replace BIL/ sleep sensor cable.	X13
	No	Symptoms unchanged. Go to step 9.	



9. Check for No Backlight. Power on unit. Using a lamp or bright light source, verify that a faint image or Apple logo appears.	Yes	Logo image visible - check LVDS cable. Inspect cables for damage near clutches: - if damaged, replace display assembly and go to step 11 - if cable is not damaged, run Clamshell Service Diagnostic utility and check for LCD panel presence. If not found, reseal cable and retest, then go to step 11.	L09
	No	If symptom continues, go to step 10.	
10. Verify with Known good display assembly Connect known-good display assembly to system.	Yes	System is functioning with known-good display assembly Replace display assembly if following symptom reporting: - had no power issue - had incorrect/missing colors - had blank video - had distorted / blurred video - had vertical/horizontal lines - had noise/unstable flickering - had dim backlight - had bad spot(s)/pixels - had no backlight - could not change resolution	L01 L02 L03 L04 L05 L06 L07 L08 L09 L10
	No	Symptoms unchanged - replace logic board.	M03
11. Verify with reseated LVDS cable or replaced display assembly Verify that unit now has video and backlight.	Yes	Issue was only due to damaged display assembly or unseated cable.	
	No	Display cable damaged the logic board. Replace logic board.	M25