

## 4. HOW TO DIAGNOSE HDD FAILURE

### 4-1. Defective HDD

There are four symptoms of defects in the HDD.

1. E01 is displayed on the FLD.  
(The HDD is not recognized or is not authorized.)
2. E02 is displayed on the FLD.
3. When playing a video, MP3, or JPG, contents freeze.
4. Irregular noises from the HDD

### 4-2. HDD Recognition status

How to enter Recognition status and sub screen mode.

- While the GUI screen is not displayed, use the service remote controller and press ESC key followed by DISP key.
- While the first screen is displayed, press DIG/ANA key repeatedly until the desired subscreen is displayed.  
The subscreens change.

Service remote controller  
(Part code: J-6090-203-A)



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MRX-1635/EC1      VERSION : 1.01
SYSCON  : RELEASE 104
              Rev. 1. 5895
TUNERCON : 1.178      OK
DRIVE   : DVD-RW  DVR-L12X  OK
              1.00      OK
PIC SERIAL : 000800004940
HDD INT  : WDC WD2500AAJS 9  250
DEVICE  : E2R-FEx1.0  FLASH : 64M
REGION  : 2           C : 0000400259
              HDCP : 0000400259
    
```

Details on HDD data are described below:

HDD : WDC1023456 # 160

Capacity of the HDD (unit: Gbytes)  
HDD identification error indication  
HDD model name

FL Display	OS Display	HDD identification conditions	Details on HDD data are described below.	Remarks
REPAIR	<input type="checkbox"/> Repairing the HDD <input type="checkbox"/> ↓ <input type="checkbox"/> HDD repair is complete <input type="checkbox"/>			
E01	An error occurred. Please consult your nearest Sony dealer. Note that contents on the HDD may be erased when servicing this unit.	Failure to physically identify the HDD (no connection, defective HDD, interface error).  Physical identification of HDD possible, but not identified	Blank space  WDC 10234564 # 160	Check the connection to the SATA cable and power cable. Replace the SATA cable or power cable. Replace the HDD. Replace the FE or part in the SATA/ATA communication.  <input type="checkbox"/> # <input type="checkbox"/> indicates that the HDD is not recognized.
E02	The Hard Disk Drive info is incorrect. Use the Disk Setup menu to reformat.	Physical identification of HDD possible, HDD identified, but failure in logical formatting.	WDC 10234564 ! 160	<input type="checkbox"/> ! <input type="checkbox"/> indicates an HDD authorization error. Initialize the HDD.
Normal		Physical identification of HDD possible, HDD identified, and correct logical formatting (HDD correctly identified).	WDC 10234564 160	

4-3. Display [E01] on FLD with unrecognized HDD

