

iPod CompTIA codes consist of a Modifier (A through G) and Symptom Code (E01 through E09) and are created in the following format: **Modifier + Symptom Code**

**Important:** A Restore must be performed (following the procedures in the iPod Testing Procedures located at: <http://service.info.apple.com/ipod-tp.html>), before a functional issue can be verified.

## Modifiers:

A = Not Applicable

B = Continuous

E = (not used for iPod)

C = Intermittent

F = (not used for iPod)

D = Fail after warm-up

G = Damaged

## Symptom Codes:

**E01: Repairable damage** (Out-of Warranty or NOT covered under warranty);

### Customer Satisfaction

- Dented enclosure (outside of specifications)
- Oxidation, Corrosion, Liquid Damage
- Cracked display glass or cover (not the LCD) that is NOT covered under warranty  
(see *iPod Damage Inspection Specifications*)
- Connector damage

**E02: Control function problem**

- Controls not responding properly (wheel, buttons, switches, touch screen)
- Cannot be reset
- Cannot be put into disk mode
- Shuffle Sequential/Random option not working
- Display rotation issue

**E03: Battery issue**

- Will not charge
- Play time too short
- Does not hold charge
- Damage due to battery swelling

**E04: Display (LCD) issue**

- Pixel anomalies - missing, bright, stuck
- Rainbow effect
- Cracked LCD that is covered under warranty  
(see *iPod Damage Inspection Specifications*)
- No backlight
- Poor image
- Bad contrast
- Horizontal/Vertical lines
- White screen

**E05: Input/Output issue**

- Not recognized by computer or iTunes
- File, music, content transfer issue
- Wi-Fi issue
- No audio
- Missing left or right channel
- Distorted audio
- No video/bad video output via cable

**E06: Alert message**

- Exclamation folder
- Sad iPod icon
- "Use iTunes to Recover" window
- Error messages on the iPod
- Error message in iTunes
- Shuffle LED indications
- Unusual noise

**E07: Booting/Power issue**

- Dead, no activity: sound, power, LED, LCD
- Freezes, locks up
- Unexpected restarts or powering off
- Resets on apple logo (auto restarts)
- Abnormally hot
- Burnt spot from internal heat

**E08: Fails service diagnostics**

- Cannot not start, finish, or pass service diagnostics
- Fails USB Charge Current Test
- Fails hard disk scan

**E09: Accessory problem**

- Cables, Docks, Remotes, Adapters, Earbuds, etc.