

ID: 76

P2 2026-01-29 CW0242 HW issues (ID:76)

Email from Malik advising having issues with CW0242

Active: True Status: COMPLETED Ticket No.: Lenovo Case: 2029274557

Purchase Order No.: Flags (1on1, Exch, ITP):

Email: Malik.Khan@cohdawireless.com

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29/01/26

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01:27 Email from Malik reminding me one of the USB-C ports had sunk back into the laptop and on Monday it had stopped charging on the secondary port. He contacted Lenovo. He then did a HW reset (Hold power button in for 30 seconds) which resolved the charging issue on the secondary USB port. Lenovo recreated a ticket.

Lenovo Case: 2029274557

Work Order: 4021209534.

Product: 21HMS4ES00 - NB TP X1 Carbon G11 i& 32G 2T 11P

Serial no. PF54AB9L

10:14 Replied to Malik, advising will make a note & to keep me posted.

14:42 Ticket created.

6/2/26

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15:34 Email from Malik advising tech will be onsite tomorrow and was asking for BitLocker key. Replied, advising how to get key and to send it to me once he has it.

15:39 Malik Emailed through his key. I already had it.

9/2/26

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09:51 Email from Malik advising Lenovo has swapped out motherboard. Both USB ports are now working. He needed to rekey his BitLocker. Setting Status to "COMPLETED"

NOTES UPDATED: 2026-02-09 11:24 (TODO.EXE v2026.2.5.1618)