

Blank White Screen on Dell Inspiron 15 - N5030

Posted by admin - 26 Jun 2012 08:04

Hi everyone,

I am trying to fix this problem with my wife's laptop and its really frustrating. Its Dell Inspiron N5030 and its just over a year old. Unfortunately the 1 yr warrantee has expired and this problem started happening for the past 2 -3 months. The problem is, when you start the laptop, it has a complete blank White screen. I have read quite a number posts around and many have suggested that this is usually a loose video cable connection, or a bad lcd video cable or a problem with motherboard. I will explain the steps I've done so far and hopefully someone here can guide me on what I can do next to resolve this issue.

First of all, when this problem started happening, it was very unpredictable. Meaning, sometimes the laptop starts fine but sometimes the white screen appears. But as the weeks went by, the white screen begins to appears more frequently and now it appears all the time. This is what i've found so far:

1) When connecting an external monitor, the external monitor works fine. The weird thing is, sometimes when I connect the external monitor, the laptop white screen disappears and the laptop lcd screen begins to function again. I had this as a work-around for a while. Everytime the white screen appears, I connect the external monitor and remove it when the laptop screen works again. But eventually this stopped working as well.

2) When the white screen started to come up all the time, I noticed that the problem goes away when I remove the outer cover of the screen. (the black frame around the screen that can be removed by pulling it from the screen).

3) Last week, I removed the lcd screen and took it apart to see if there was any loose connection at the back. I noticed there is no loose connection and the inverter was fine as well. However, I noticed that the black cord (of the video cable) that runs from the back of the lcd screen to the mother board was sorta jammed around the hinge area. I fixed this cord so its seated properly and made sure that the outer frame doesnt push this cord at the hinge when I put everything back again. When I did this, the laptop started to work fine for the next week without a problem but today the white screen started to appear again!!

So based on the what I've seen, I think that the cord is getting jammed around the hinge and hence causing this problem. But I am not a technical person and not sure if its correct. Its just a guess..So I dont know what do I do next? Does it mean that the video cable is stuffed or is it just the jamming on the hinge causing this issue? Do I need to change the complete lcd video cable or is there another solution by moving this cord away from the hinge to fix this problem from happening? What do I try out next?

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