

TECHNICAL INFORMATION

A	✓	BY	✓	D	✓	EST	✓	H	✓	IS	✓	N	✓	PL	✓	SK	✓	UA	✓	Date	13/08/2009
AL	✓	CH	✓	DK	✓	F	✓	I	✓	L	✓	NL	✓	RO	✓	SLO	✓	FIN	✓	Country Reported	
B	✓	CZ	✓	E	✓	GB	✓	IRL	✓	LT	✓	P	✓	S	✓	TR	✓			Europe	

Product Category: Plasma TV / Plasma IDTV

Subject: SS PCB failure on G10 S10 and U10 series.

Model(s) Affected: See list on page 3

Symptom /

The TV cannot power on, and the SOS LED blinks 5 or 7 times.

Cause:

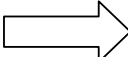
The Sustain circuit reacted to an abnormal signal from the A-board when the set was turned off, causing damage to several transistors.

Remedy /

Note: This modification applies to serial numbers prior to: ****9340001**

Method:

Step 1: Replace transistors: Q16001, Q16002, Q16004, Q16021, Q16022, Q16023, Q16101, Q16102
Order the following kit: **TZS9EK088** (Kit Contents detailed below)

Service Kit		Part Number	Quantity	References
TZS9EK088		2SK399500L	2	Q16101, Q16102
		B1JADP000004	3	Q16021, Q16022, Q16023
		2PG0060000RP	3	Q16001, Q16002, Q16004

* See figure <SS-Board> for locations (See page 2.)

Step 2: Upgrade the set firmware. Obtain a copy of the "4in1-soft" firmware from your usual service source.

Upgrade Procedure

2.1. Copy the relevant zip file to a computer and unzip the file.

2.2. Copy the folders "PNL", "TEXT", and one file "SDIT.SDI" onto the root directory of an SD Card. (See right)



2.3. Turn on the Plasma TV

2.4. Whilst holding down the Volume "-" button on the unit, press the RECALL button of the remote control 3 times.

2.5. The Plasma TV will display the information shown in Fig. 1. (page 2.)

2.6. Compare the PDP Soft, PDP EEP, PDP FPGA, and PDP PDRM shown on the screen, Fig. 3.(page 2), with the information in Fig. 4. (page 3) If any of the version in the set are older, proceed to step 2.7.

2.7. Insert the SD card, with the files prepared in step 2.2, into the SD Card slot.

2.8. The Plasma TV will change to display the message in Fig. 2. (page 2)

2.9. Press the OK button on the remote control.

2.10. The Plasma TV will display the message in Fig. 3. (page 2)

2.11. Using the Cursor buttons on the remote control, select YES, then press the OK button to start the software download - The plasma display will black out and the TV LED will change from green to red.

- Wait until the red LED turns off (about 9 minutes)

- Do NOT turn off the TV until the red LED turns off or the TV will be broken

2.12. Turn the Plasma TV off

2.13. Remove the SD Card from the SD Card slot.

2.14. Turn the Plasma TV back on.

2.15. Repeat step 2.4.

2.16. Confirm the PDP Soft, PDP EEP, PDP FPGA, and PDP PDRM with the information in Fig. 4. (page 3)

Warranty Claims - Please use the following IRIS and Activity codes

Activity Codes:	Guarantee Status	Repair Type	Location	Source
(UK Only)	A	R	W	D

IRIS Codes:	Condition	Symptom			Section		Defect		Repair
		Area	Type	Code	Area	Code	Area	Code	
	1	1	1	11F	3	DDC	2	N	i

Note: Failure to use the correct IRIS and Activity codes may result in the claim being rejected

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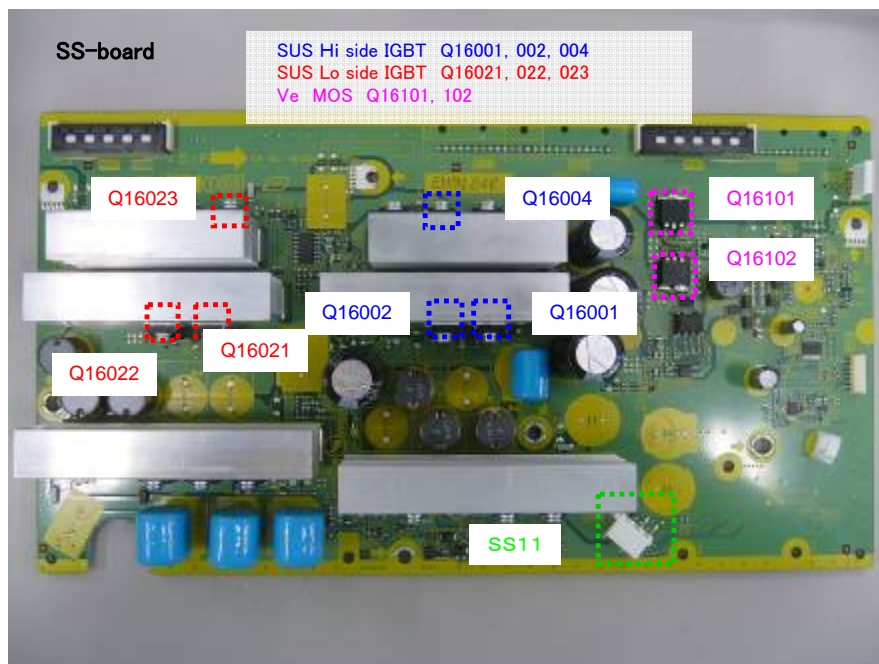


Fig. 1

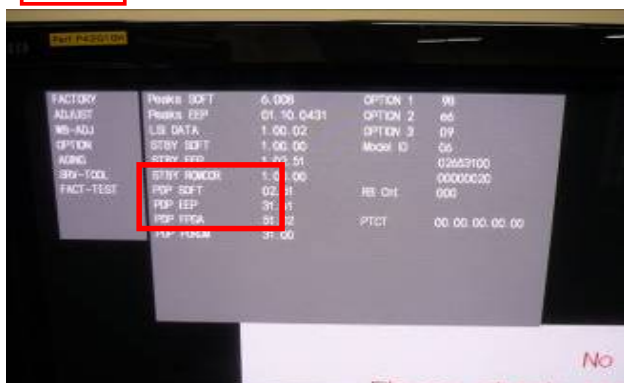


Fig. 2

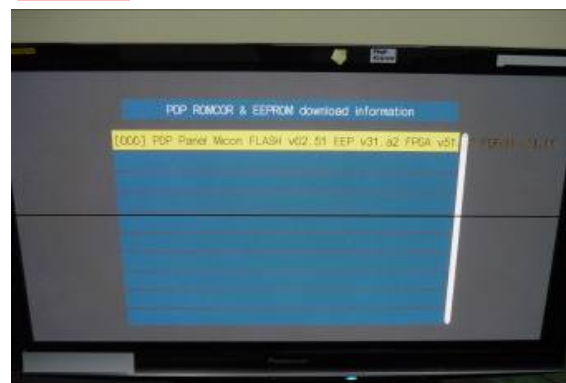


Fig. 3



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Fig. 4

Model Group	PDP SOFT	EEPROM	FPGA	PD3ROM	4in1 Soft
42 eco panel models	02.50 or 02.51	33.01	51.05	33.00	V012_42FHD_eco_4in1.zip
46 eco panel models	02.50 or 02.51	43.01	51.05	43.00	V012_46FHD_eco_4in1.zip
50 eco panel models	02.50 or 02.51	53.01	51.05	53.00	V012_50FHD_eco_4in1.zip
42 standard panel models	02.50 or 02.51	31.05	51.05	31.01	V021_42FHD_std_4in1.zip
46 standard panel models	02.50 or 02.51	41.05	51.05	41.01	V021_46FHD_std_4in1.zip
50 standard panel models	02.50 or 02.51	51.05	51.05	51.01	V021_50FHD_std_4in1.zip

Model(s) Affected:

42 eco panel models	46 eco panel models	50 eco panel models	42 standard panel models	46 standard panel models	50 standard panel models
TX-P42S10B	TX-P46S10B	TX-P50S10B	TX-P42G10B	TX-P46G10B	TX-P50G10B
TX-P42S10E	TX-P46S10E	TX-P50S10E	TX-P42G10E	TX-P46G10E	TX-P50G10E
TX-P42S10ES	TX-PF46S10	TX-P50S11B	TX-P42G10L	TX-P46G10L	TX-P50G10L
TX-P42S10L	TX-PR46S10	TX-P50S11E	TX-P42GA11	TX-P46GA11	TX-P50GW10
TX-P42S11B		TX-P50U10B	TX-P42GF12	TX-PF46G10	TX-PF50G10
TX-P42S11E		TX-P50U10E	TX-P42GN13	TX-PR46G10	TX-PR50G10
TX-P42U10B		TX-PF50S10	TX-P42GS11	TX-P46GQ11	
TX-P42U10E		TX-PR50S10	TX-P42GT14	TX-P46GW10	
TX-PF42S10		TX-PR50U10	TX-P42GW10		
TX-PR42S10			TX-PF42G10		
TX-PR42S11			TX-PR42G10		
TX-PR42S12					
TX-PR42U10					
TX-PR42U11					