Symptom

When consumer experience issues in relation to SSB/software or Android TV usage on 2K14 Marvell product, upgrade to newer technology 2K16 MTK5593 F platform is now available.

Such modification will provide better consumer experience, because it is an upgrade to newer - more capable technology

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Affected Countries: EU

Affected Chassis: QV14.1E LA

Affected CTNs: Please refer to Remark1

Info: Upgrade 2K14 Marvell platform hardware to 2K16 MTK593 F platform. Before does it please get customer approved first. If the consumer/retailer disagree with the solution to upgrade his set please proceed with normal repair (original Marvell SSB boards remain available and listed in the BOM of /12 & /60).

Service Action: ☐ Service center information only, ☐ Fix on Fail

Impact range: Fix on all 2K14 EU MVL 8109/ 8159 /8209 series return.

Solution:

Call Centers:

Consumer communiqué to be sent

Confirm if customer would like to update the TV and record the consumer communiqué. (Refer to CCBTPV369) and follow the normal repair process.

Different between 2K14MVL and 2k16MTK U+ refer to CCBTPV369 link :
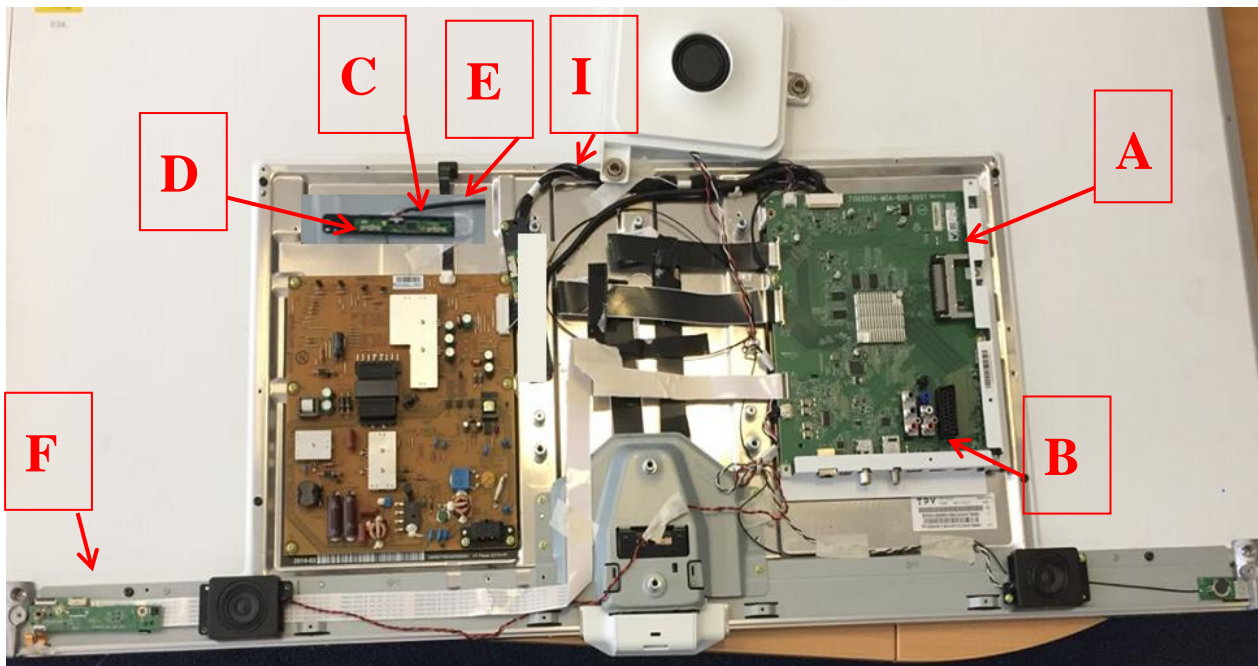
https://app.box.com/s/hp35c2tbkc91f8r8mg4y99vowv1juhal

Home Repair/Workshops:

1) Check KANA info, if customer already agrees to update the Hardware
2) check the CTN name from CSM
3) If CTN is XXPUS8109/R1 XXPUS8209/R1

   Follow XXPUS8109/R1 XXPUS8209/R1troubleshooting and order the spare part
4) If CTN is XXPUS8109/ 12 /60 XXPUS8209/12/60

   Introduce MT5593 F upgrade benefit to customer and sign up Consumer communiqué if customer agrees to upgrade TV hardware

   1. Agree, follow the Repair step to change the hardware, please refer to R1 SBOM for needed parts
   2. Disagree, follow the normal process

1. Replace 715G9504M0C(10P, 5V)--(**A**) [PN refer to **Remark 1**]
2. Replace Bottom IO Bracket--(**B**) [PN refer to **Remark 1**]
3. Replace Wi-Fi holder--(**C**) [PN refer to **Remark 1**]
4. Replace Wi-Fi module + BT cable--(**D**) [PN refer to **Remark 1**]
5. Replace Wi-Fi cable--(**E**) [PN refer to **Remark 1**]
6. Replace Sensor Board --(**F**) [PN refer to **Remark 1**]
7. Replace power cable ----(I) [PN refer to **Remark 1**]
8. Put on the new IO label ----(G J K L) [PN refer to **Remark 1**]
9. Replace Remote control for the accessory--(**H**)[PN refer to **Remark 1**]

10. Update software to the newest version :
    https://app.box.com/s/63cfhc9vi1cl98a01a0yui4rom3e583f
11. Update NVM & EED by models[CTN list refer to **Remark 2**]
    https://app.box.com/s/tqjfo4f06v43i4y1ify6gk61illfl29h

After update the NVM need check the CTN name in CSM should be like below:

XXPUS8109/R1   XXPUS8159/R1 XXPUS8209/R1

Instruction how to update main software, NVM & EED on MTK boards
- All three files can be put together on USB drive and update in one step, please follow instruction below -

1). Download the latest software (download link in SCC)
2). Create a folder "upgrades" on an empty USB drive (FAT32)
3). Unzip and copy the "autorun_XXX.upg" into the folder upgrades
4). Selected the correct NVM (.bin) file for your TV model and copy it into the root of the USB drive

5). Rename the file to "NVM.bin"

6). Select the correct .EED file for your TV model and copy it into the root of the USB drive

7). Rename the file to NVM.EED

8). Start up the TV and wait until it's fully booted

9). Connect the USB drive (please use USB2.0 port)

10). The TV will detect the software in the upgrades folder automatically and start with the main software update

11). Once the main software update is finished the TV will reboot and update the NVM.bin & NVM.EED file

(OSD "Software upgrade in progress" will be shown on screen for short time)

12). After the update is finished, please enter the CSM and check if the CTN is correctly programmed (R-model)

Remark 1: (BOM diversity for 2K14 MVL change to MT5593F)

		Kits part number for this solution : **12NC:996598003792** (include A,B,C,D,E,F,G,H,I,K,L,M)	8109/8209/8159 MODULE ASSY for EU
48" **55"** **8109** **8159** **8209**	48PFS8109/12 55PFS8109/12 48PFS8159/12 55PFS8159/12 48PFS8209/12 55PFS8209/12	A. PCM: CBPRH8GBA3 12NC: 996598203793	A. SSB 715G9504M0C(10P, 5V)
		B. PCM: X15T3026101000WHYF 12NC: 996598003794	B. BKT-IO-BTM_8209(White)
		C. PCM: P33T0859ADT01L0100 12NC: 996595002461	C. Wi-Fi holder(same as 6401)
		D. PCM: 317GWFBT659LON 12NC: 996597006406	D. WIFI BD-MTK7632(10P, 5V)
		E. PCM: 395GH20010DT092000 12NC: 996598001634	E. HARNESS 10P 2.0 - 500mm
		F. PCM: KEPFHAA5 12NC: 996598003795	F. Sensor BD 715G9349_8209
		G. PCM: X40G2017048X0100XY 12NC: 996597007723	G. IO Label for Bottom IO(White)
		H. PCM: 398GR10BEPHN0007DP 12NC: 996597001250	H. RC-GE017-420 (RR3)
		I. PCM: 395GH20028XT017000 12NC: 996597006405	I. HARNESS 28P- 700mm
		J. PCM: X40G2017055X3300XY 12NC: 996597007726	K. IO Label for Back IO(White)
		K. PCM: X40G2017055X3400XY 12NC: 996597007727	L. IO Label for 2nd CI(White)
		L. PCM: X40G2017055X3500ZA 12NC: 996597007728	M. IO Label for Side IO(White)

Remark 2: (Original CTN and Redesign CTN)

Series	CTN	Redesign CTN	Base model for SODA	Panel ID
48" 55" **8109**	48PFS8109/12/60	48PFS8109/R1	48PFS8109/R1	217
	55PFS8109/12/60	55PFS8109/R1	48PFS8109/R1	217

48" 55" 8159	48PFS8159/12/60	48PFS8159/R1	48PFS8109/R1	217
	55PFS8159/12/60	55PFS8159/R1	48PFS8109/R1	217
48" 55" 8209	48PFS8209/12/60	48PFS8209/R1	48PFS8109/R1	217
	55PFS8209/12/60	55PFS8209/R1	48PFS8109/R1	217

Remark 3: (: (Key feature diversity for Redesign 2K14 MVL FHD100Hz))

Function	Feature	CTN 8109,8209 serious	Redesign CTN 8109/R1, 8209/R2
System	Android	Android old version	Android new version
Connectivity	CI	Dual Card slot CI +	Single Card slot CI +
	Tuner	Dual Tuner	Single Tuner
	DVB system	K model(T/C/S2)	S model(T/C/T2/S2)
		S model(T/C/T2/S2)	S model(T/C/T2/S2)
	USB 3.0	NA	YES
	Skype	YES	NA
	MHL	NA	MHL 2.0
Options	Multiview	YES	NA
	Light sensor	Yes	NA
	3D	3D Active	2D
Remote control	RC type	RF4CE Remote control	IR RC(RR3 with keyboard)

********** Internal info only, not to be released, updated for rev.1.0 *******

Change History

Version	Date	Change History	Author
1.0	2018/5/16	Initial release	Junxiao zhou
1.1	2018/5/16	Add 12NC	Lihong
1.2	2018/5/21	Change WiFI module position	Junxiao zhou