



Philips 8200 series Razor Slim FHD TV powered by Android™ 48PFS8209 121 cm (48") Full HD LED TV Quad Core Twin Tuner DVB-T/T2/C/S/S2 with Ambilight 4-sided and Perfect Pixel HD
48PFS8209/12
QV14.1ELA

Service information

[Print this page](#)

[Back to Service Information](#)

Reference no.: SCC_I I4805

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

Cure

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: 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/hp35c2tbkc91f8r8mg4y99vovw1juhal>

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

Repair step:

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/tqjfo4f06v43i4y1ify6gk61ilfl29h>

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)

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

48"↕	48PFS8109/60↕	Kits part number for this solution :	8109/8209/8159 MODULE ASSY for
55"↕	55PFS8109/60↕	12NC:996598003798(include	RU.,
8109↕	48PFS8159/60↕	A,B,C,D,E,F,G,H,I,K,L,M).	..
8159↕	55PFS8159/60↕	A. PCM: CBPRH8GBA3.,	A. SSB 715G9504M0C(10P, 5V)↕
8209↕	48PFS8209/60↕	12NC: 996598203793.,	↕
	55PFS8209/60↕	B. PCM: X15T3026101000WHYF.,	B. BKT-IO-BTM_8209(White)↕
		12NC: 996598003794.,	↕
		C. PCM: P33T0859ADT01L0100.,	C. Wi-Fi holder(same as 6401)↕
		12NC: 996595002461.,	↕
		D. PCM: 317GWFBT659LON.,	D. WIFI BD-MTK7632(10P, 5V)↕
		12NC: 996597006406.,	↕
		E. PCM: 395GH20010DT092000.,	E-HARNESS 10P 2.0 - 500mm↕
		12NC: 996598001634.,	↕
		F. PCM: KEPFHA5.,	F. Sensor BD 715G9349_8209↕
		12NC: 996598003795.,	↕
		G. PCM: X40G2017048X0100XY.,	G. IO Label for Bottom IO(White)↕
		12NC: 996597007723.,	↕
		H. PCM: 398GR10BEPHN0006DP.,	H. Remote Controller RR3-RU↕
		12NC: 996597005934.,	↕
		I. PCM: 395GH20028XT017000.,	I. HARNESS 28P- 700mm↕
		12NC: 996597006405.,	↕
		K. PCM: X40G2017055X3300XY.,	K. IO Label for Back IO(White)↕
		12NC: 996597007726.,	↕
		L. PCM: X40G2017055X3400XY.,	L. IO Label for 2nd CI(White)↕
		12NC: 996597007727.,	↕
		M. PCM: X40G2017055X3500ZA.,	M. IO Label for Side IO(White).,
		12NC: 996597007728.,	

Remark 2: (Original CTN and Redesign CTN)

Series↕	CTN↕	Redesign CTN↕	Base model for SODA↕	Panel ID↕
48" 55"↕	48PFS8109/12/60↕	48PFS8109/R1↕	48PFS8109/R1↕	217↕
8109↕				
	55PFS8109/12/60↕	55PFS8109/R1↕	48PFS8109/R1↕	217↕
48" 55"↕	48PFS8159/12/60↕	48PFS8159/R1↕	48PFS8109/R1↕	217↕
8159↕				
	55PFS8159/12/60↕	55PFS8159/R1↕	48PFS8109/R1↕	217↕
48" 55"↕	48PFS8209/12/60↕	48PFS8209/R1↕	48PFS8109/R1↕	217↕
8209↕				
	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 ⁺
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.	add 8109 8209 .	Junxiao zhou .
1.3.	2018/5/22.	Remove skype feature in remark3. https://www.theverge.com/2016/3/8/11178976/microsoft-skype-for-tv-support.	JennyYang.