

Service Bulletin

Product : TV
 No. : GLZ202000016-05
 Date : '21. 12. 17

Subject : OLED TV, SVC Guide for defective 28pin Wafer / Harness of PSU

Bulletin Type : SVC Notice **Parts** **Others**

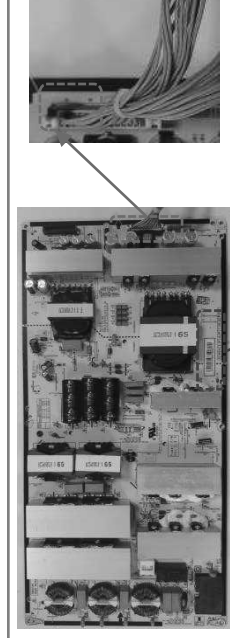
Applicable only with symptoms **with every** **repair**

Applicable for Serial Number : ALL

Applicable for models : OLED65E9/C9/B9, OLED65E8/C8/B8, OLED65E7/C7, OLED65B7

Symptoms No power or No Image due to faulty harness connector.

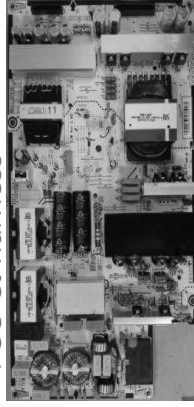
Cause Wafer 28pin / Harness deterioration due to current shifting phenomenon by EVDD current deviation



1. Repair Instruction

Before) Current PSU

- PSU & harness

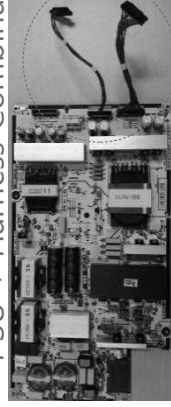


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After) New PSU (14/15Pin Wafer + Harness)

- PSU + Harness Combination *Harness for SVC compatible module (separate order required)



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*If it is replaced with an SVC compatible module, it is necessary to take action with the part number with a longer harness length

How to check PSU P/N



Part No of LGE : 65170411 : LGE Part No EAY000000000

※ Part No.

Model	Before (Can not be used)		After (Available)	
	PSU	Harness	PSU	Harness
65E9/C9/B9	EAY65170411	EAD63991005	EAY65170412	-
65E8/C8/B8	EAY64748901	EAD63991004	EAY64748902	EAD63046214 EAD63026119
65E7/C7	EAY64490601	EAD63991001	EAY64490603	EAD63046218 EAD63026121
	EAY64490602	EAD63991002	EAY64470103	EAD63046218 EAD63026118

Combination Structure

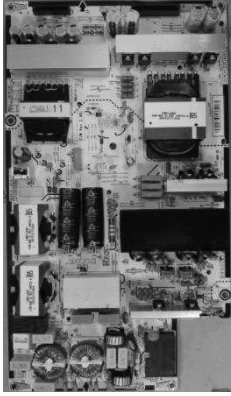

X-Cap Voluntary service model (2 types)

Service required by ordering each PSU & Harness. (Sets replaced with SVC compatible modules must have a long harness)

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2. Current and New (Visual / Part number & Name etc)

Model	P/No.				Visual
	Before (Can not be used)		After (Available)		
	PSU	Harness	PSU	Harness	
65E9/C9/B9	EAY65170411	EAD63991005	EAY65170412	-	Current (LGP65C9-19OP) 
65E8/C8/B8	EAY64748901	EAD63991004	EAY64748902	EAD63046214 EAD63026119	
65E7/C7	EAY64490601 EAY64490602	EAD63991001	EAY64490603	EAD63046218 EAD63026121	New (LGP65C9-19OP) 
65B7	EAY64470101 EAY64470102	EAD63991002	EAY64470103	EAD63046218 EAD63026118	

Service required by ordering each PSU & Harness. (Sets replaced with SVC compatible modules must have a long harness)

Part Interchangeable:

- No	Current Product	Current Part	New Part
	New Product	-	O
		-	O

Scrap Current Part in LG Warehouse : Yes No

Extended Warranty

This service is covered by an extended warranty Yes No

- If Yes, Parts for () years and Labor for () years by LG.

- If No, Parts and labor are charged to the customer if outside warranty period.

• The warranty period, including any extended warranty above, starts from the original date of purchase.

- The information is available through "https://gsfs-america.lge.com" with a valid ID.
- The information is intended for experienced technicians, not for customer .
- The information is subject to change or update without notice.

SVC 기술 정보지

제품 : TV
 발행번호 # : GLZ202000016-05
 발행일자 : '21. 12. 17

제목 : OLED TV, PSU 內 28Pin Wafer / Harness 불량 조치 가이드	
블루틴 타입 : SVC Notice	파트s 기탁
적용제본 : 전 제본	문제점 (증상) 수리시 적용 시 적용
	모든 수리

적용모델 : OLED65E9/C9/B9, OLED65E8/C8/B8, OLED65E7/C7, OLED65B7




증상	Harness Connector 불량에 의한 No power or No Image	Picture
	EVDD 전류 편차에 따른 전류 슬림 현상으로 Wafer 28Pin / Harness 열화	

1. 수리 가이드

Before) 기존 PSU (28Pin Wafer)
 - PSU 및 Harness




After) New PSU (14/15Pin Wafer + Harness)
 - PSU에 결합된 Harness

※ 파트넘버

Model	Before (사용불가)		After(사용가능)	
	PSU	Harness	PSU	Harness
65E9/C9/B9	EAY65170411	EAD63991005	EAY65170412	-
65E8/C8/B8	EAY64748901	EAD63991004	EAY64748902	EAD63046214 EAD63026119
65E7/C7	EAY64490601 EAY64490602	EAD63991001	EAY64490603	EAD63046218 EAD63026121
65B7	EAY64470101 EAY64470102	EAD63991002	EAY64470103	EAD63046218 EAD63026118

X=Cap 자발 서비스 대상모델 (2종)

일체형 구조

*SVC 교환 모듈 대응 Harness(별도 주문 필)
 *SVC 교환 모듈로 교체된 SET에는 Harness 길이가 긴 품번으로 조치 필

PSU & Harness 각각 주문해서 서비스 필요.
 (SVC 교환모듈로 교체된 SET는 Harness 길이가 길어야

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2. 변경 전/후 부품(부품사진 / 파트넘버 & 부품명 등)

모델명	파트넘버		부품사진	
	Before (사용불가)	After (사용가능)	현재 (LGP65C9-19OP)	신규 (LGP65C9-19OP)
	PSU	Harness	PSU	Harness
65E9/C9/B9	EAY65170411	EAD63991005	EAY65170412	-
65E8/C8/B8	EAY64748901	EAD63991004	EAY64748902	EAD63046214 EAD63026119
65E7/C7	EAY64490601 EAY64490602	EAD63991001	EAY64490603	EAD63046218 EAD63026121
65B7	EAY64470101 EAY64470102	EAD63991002	EAY64470103	EAD63046218 EAD63026118

PSU & Harness 각각 주문해서 서비스 필요. (SVC 호환모듈로 교체된 SET는 Harness 길이가 같아야 함)

부품 호환/적용여부 :

- No

현재제품	현재부품	신규부품
신규제품	-	○
	-	○

현재 자재창고 부품 재고 폐기여부 :

No

Yes

워런티 연장

이 서비스는 워런티 연장을 적용받습니다.

- Yes 경우, LG는 ()년 동안 부품과 ()년 동안 인건비 서비스가 제공됩니다.
 - No 경우, 보증기간이 경과하면 부품 및 인건비가 고객에게 청구됩니다.
- 상기 보증 기간을 포함한 보증 기간은 구입일로부터 시작됩니다.

Yes No