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ESI Preview Issue

Last Update 2/4/2004 17:49	Event ID E23621118	Model KF42WE610,KF50WE610,KF60WE610
Subject No Picture (lamp does not light within 1 minute)		

SYMPTOMS

Lamp fails to light or intermittently lights. Lamp LED flashes constantly or intermittently. Standby light may flash 5 times.

CAUSE

This bulletin replaces E2296464. It is divided into sections based on symptoms. Please select the symptom that matches your situation and perform the service outline in that section ONLY. Also, in most cases only the Lamp needs to be replaced with the new part number (A-1052-675-A), however the bulletin covers all possible scenarios that might be encountered. A simplified Flow Chart is also attached which illustrates the procedures in this bulletin. Please refer to it if you have difficulty understanding this bulletin. THE SYMPTOM/SECTIONS ARE:

* PROCEDURE IF LAMP INTERMITTENTLY LIGHTS.

* PROCEDURE IF THE LAMP DOES NOT IGNITE AND EITHER THE LAMP OR STANDBY LEDs ARE BLINKING:

* PROCEDURE IF THE LAMP DOES NOT IGNITE AND THERE ARE NO LEDs FLASHING ON THE FRONT OF THE TV. (Sub-divided into two conations: SPARK GAP FIRES / SPARK GAP DOES NOT FIRE)

NOTE: It is no longer necessary to add the capacitor and resistor to the lamp driver board. Only in a few rare cases it may be necessary to make a single resistor change on the C-board for early model releases. The serial number ranges for each model requiring this modification is included in this bulletin where applicable.

NOTE: It is normal for this TV to take 45 seconds before displaying a picture so please wait at least 1 minute before concluding that the TV will not display a picture.

RESOLUTION

PROCEDURE IF LAMP INTERMITTENTLY LIGHTS.

If the TV is able to display a picture please enter the Self Diagnostic screen (Display, 5, Volume Down, Power On). Push the joystick on the remote to the right to see the LAMP and LAMP DRIVER error OSD. If the LAMP has a number 1 displayed, then replace the lamp with part number A-1052-675-A. If the LAMP DRIVER has a number 1 displayed, change it with part number 1-468-798-13 AND modify the HV wire dressing (see attachment HVwireDressing, which provides increased ignition voltage for the lamp). NOTE: It is normal for the TV to take 45 seconds to display a picture. Once the unit is repaired, please reset the Diagnostic menu by pressing 8 Enter on the remote. A number 0 indicates zero failures and the number 1 indicates a failure.

PROCEDURE IF THE LAMP DOES NOT IGNITE AND EITHER THE LAMP OR STANDBY LEDs ARE BLINKING:

If the TV is unable to display a picture check the LED's on the front of the set. If the LAMP LED is flashing change the lamp with part number A-1052-675-A. If the Power/ STBY LED is flashing RED in a sequence of 5 times change the Lamp Driver board (part # 1-468-798-13) AND modify the HV wire dressing (see attachment HVwireDressing, which provides increase ignition voltage for the lamp).

PROCEDURE IF THE LAMP DOES NOT IGNITE AND THERE ARE NO LEDs FLASHING ON THE FRONT OF THE TV - 2

CONDITIONS: (Note: this procedure is divided into two sections based on whether the spark gap fires). Please remove the bottom rear cover of the set. With the bottom rear cover removed, the tech can turn on the TV and watch the spark gap on the right side of the lamp driver board.

CONDITION #1: IF THE SPARK GAP FIRES: but the picture does not come on, change the LAMP with part number A-1052-675-A.

CONDITION #2: IF THE SPARK GAP DOES NOT FIRE:

check CN1602 on the G1 board and see if there is approximately 250-270VDC present when the TV is first turned on at connector X1 on the lamp driver. If the 250-270VDC is present but the spark gap never fires replace the Lamp Driver with 1-468-798-13 AND modify the HV wire dressing (see attachment HVWireDressing). If the spark gap does not fire after changing the lamp driver please refer to the serial number ranges below. If in this range replace R3027 on the C2 board with part number 1-216-809-11 (see attachment ResistorMod for complete details). If there is no 250VDC, change the G1 board. NOTE: The spark gap may only fire for a short instance, and one can usually hear this arc better than they can see it, unless they are in a dark room.

* KF42WE610: SN 9000001 to 9101415

* KF50WE610: SN 9000001 to 9106059

* KF60WE610: SN 9000001 to 9103432

Special note. For the KF42WE610's, if the TV's serial number starts with 92xxxx1 please remove the adaptor before installing a new lamp driver board (see attachment Adaptor for complete details).

SUPPORTING DOCUMENTS AND GRAPHICS

File Name	File Type	Seq Number	File Size	File Desc	File Sec
HVWireDressing.htm	htm	1	471687	HVWireDressing	Y
ResistorMod.htm	htm	2	991551	ResistorMod	Y
Adapter.htm	htm	3	464391	Adapter	Y
chart.htm	htm	4	10442	FlowChart	Y

MORE INFORMATION

- Unit/Model Details
- Parts

Unit/Model Detail

Units:	SN Start	SN End	Factory	Mfg Date	Family Name	Product Category
KF42WE610	ALL	ALL	PTG		LA2	TVP
KF50WE610	ALL	ALL	PTG		LA2	TVP
KF60WE610	ALL	ALL	PTG		LA2	TVP

Parts

Part Number	Reference Number	Description	Symptom Code	Section Code	PCB Reference	Defect Code	Repair Code
A-1052-675-A	ITEM 204 IN SM	Lamp Block Assembly	231X	IMG	LAMP	A	A