

## Symptom

OLED TV – No start up – Only LED Blinking

## Cure

### Affected CTNs:

TPM19.1E	55OLED804/12	65OLED804/12	55OLED854/12	65OLED854/12
	55OLED934/12	65OLED934/12	65OLED984/12	
TPM19.6E	55OLED754/12	65OLED754/12		
TPM19.1A	55OLED804/56 /67 /75 /79/ 98		65OLED804/56 /67 /75 /79/ 98	
TPM19.1T	55OLED934/96	65OLED934/96		
TPM20.1E OA	55OLED705/12	65OLED705/12	55OLED805/12	65OLED805/12
	55OLED855/12	65OLED855/12	55OLED865/12	65OLED865/12
	48OLED935/12	55OLED935/12	65OLED935/12	
TPM20.1A OA	55OLED805/56,67, 68, 70, 79, 94, 98		65OLED805/56, 67, 68, 70, 79, 94, 98	
TPM21.1E OA	55OLED706/12	65OLED706/12		
	48OLED806/12	55OLED806/12	65OLED806/12	77OLED806/12
	55OLED856/12	65OLED856/12	55OLED876/12	65OLED876/12
	48OLED936/12	55OLED936/12	65OLED936/12	65OLED986/12
TPM21.1L OA	55OLED706/43	65OLED706/43	55OLED706/44	65OLED706/44
	55OLED706/78	65OLED706/78		
TPM21.1A OA	55OLED706/67, 68, 70, 74, 75, 79, 96, 98		55OLED706/56, 67, 68, 70, 74, 75, 79, 96, 98	
	55OLED806/56, 96, 98		65OLED806/56, 73, 96, 98	
	77OLED806/56, 96, 98			
	55OLED936/56, 98		65OLED936/56, 68, 98	

**Affected Chassis:** TPM19.1E LA, TPM19.6E LA, TPM19.1A LA, TPM19.1T LA, TPM20.1E OA, TPM20.1A OA, TPM21.1E OA, TPM21.1L OA, TPM21.1A OA

**Affected Countries:** EU, AP

### Info:

If TV set can't be switched on via RC but instead only LED diode is blinking [Errorcode 7] means TV set goes to PROTECT MODE.

TV is going to protect mode always if OLED panel get over range voltage.

**Service action:**  Service center information only,  Fix on Fail,  Fix on All Return.

**Impact range:** All

**Cut-In Date:**

**Solution:**

Call Centers: TV must be returned to workshop

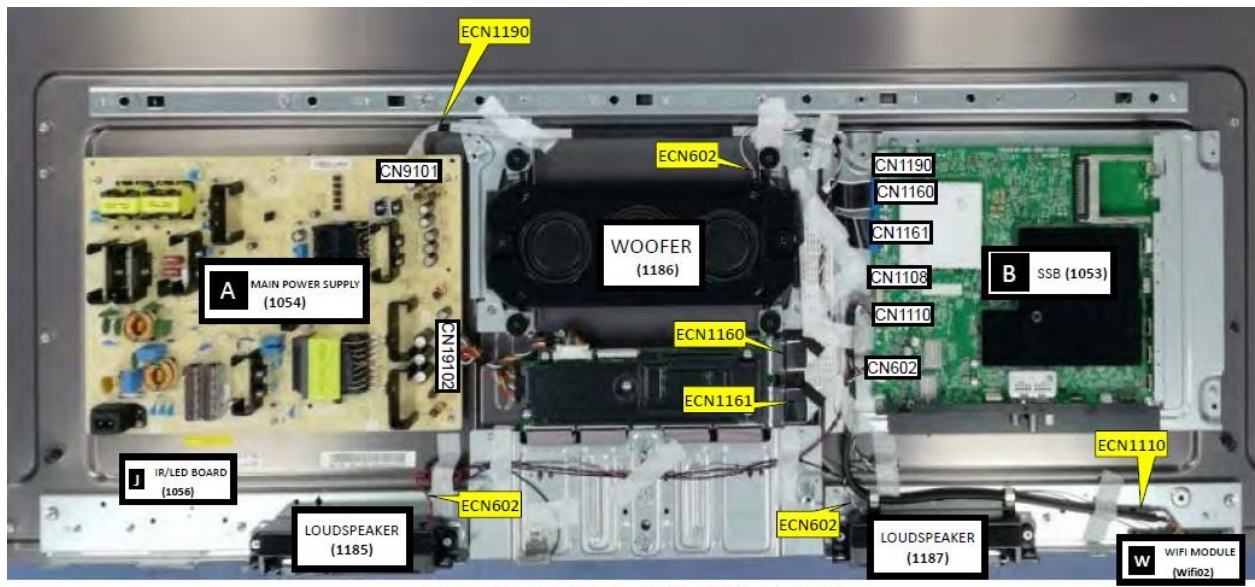
Home Repair: Go to Workshop solution

Work Shops:

Please proceed accordingly:

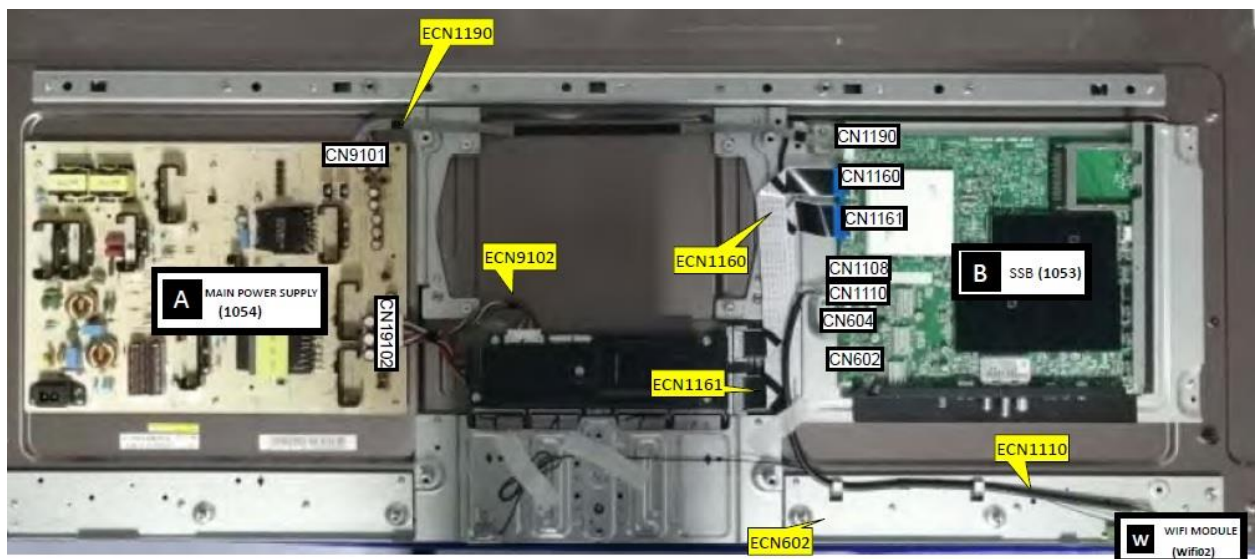
- 1) Check complete wiring, unplug and re-plug all wires, clean all sockets using compressed air.

xxOLED804/854



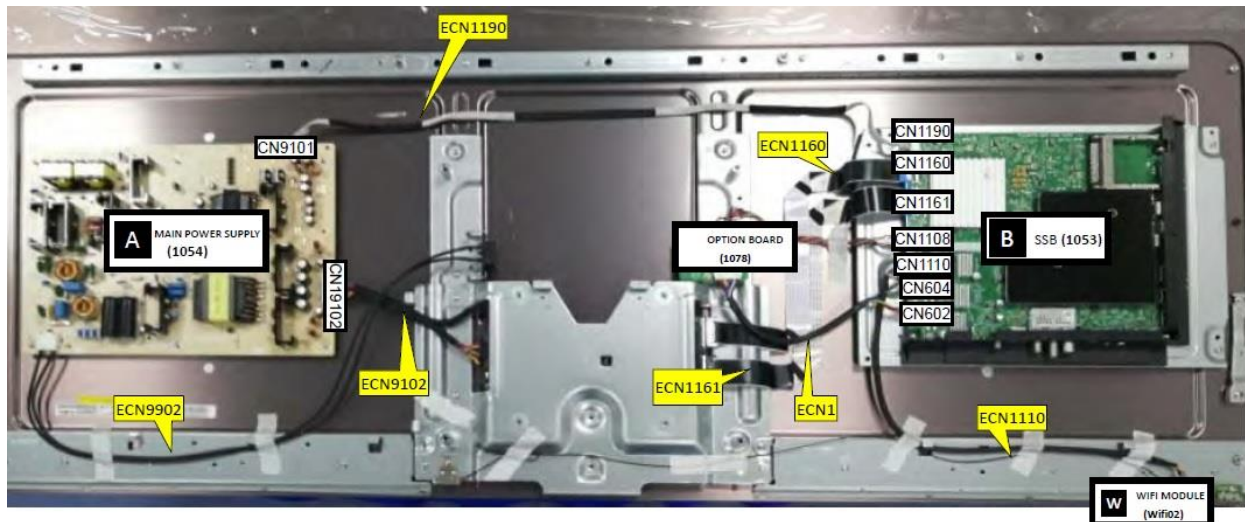
Cable dressing (55"/65" OLED854/804 series)

xxOLED934/12



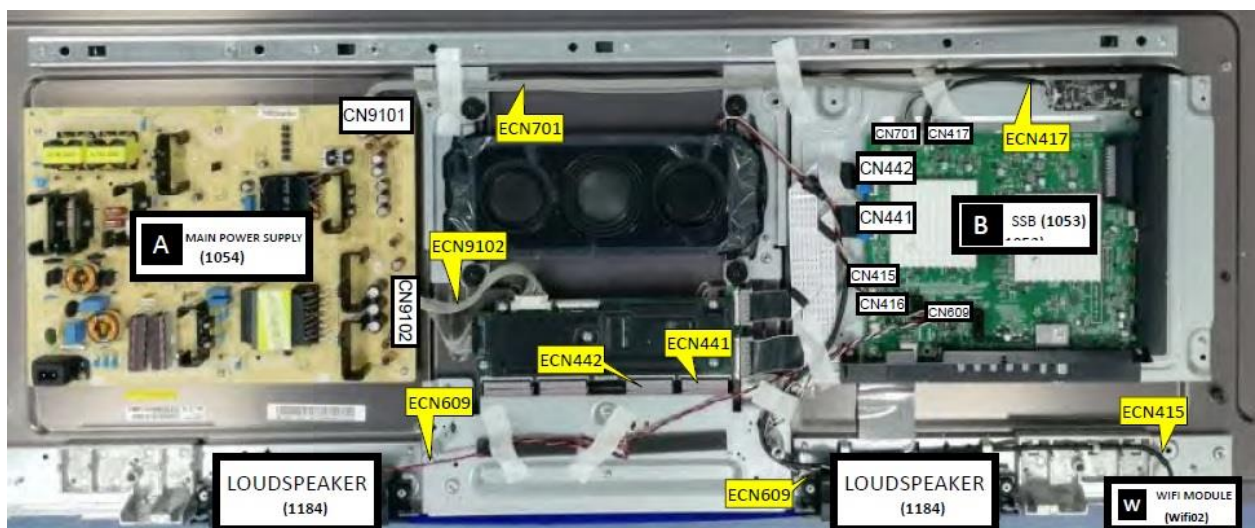
Cable dressing (55"/65" OLED934 series)

## 65OLED984/12



Cable dressing (65" OLED984 series)

## xxOLED754/12



Cable dressing (55"/65" OLED754 series)

- 2) Check if 24V TCON voltage is present from power supply (with help of PSU tester):
  - a) If 24V are not present → order a new PSU (**Figure 1**).
  - b) If 24V are present → order a new display (**Figure 2**) after verified OLED panel with buddy tool and confirmed OLED panel defect.
- 3) After display or PSU replacement → remove the protection mode (with \*.eed file):
  - a) Prepare clean USB pen drive (please use USB 2.0 with file system FAT32).
  - b) Download file:

Chassis	Link
TPM19.1E, TPM19.1A, TPM19.1T, TPM20.1E OA, TPM20.1A OA:	<a href="https://app.box.com/v/TPM191E-OLED-NVM-eed">https://app.box.com/v/TPM191E-OLED-NVM-eed</a>
TPM19.6E	<a href="https://app.box.com/v/TPM196E-OLED-NVM-eed">https://app.box.com/v/TPM196E-OLED-NVM-eed</a>
TPM21.1E OA, TPM21.1L OA, TPM21.1E OA	<a href="https://app.box.com/v/2K21-OLED-NVM-eed">https://app.box.com/v/2K21-OLED-NVM-eed</a>

- c) Copy file to USB pen drive.
- d) Unplug power cable.
- e) Plug in USB pen drive onto TV USB 1 or USB 2 port.
- f) Plug in power cable.
- g) Switch on TV set via remote controller.
- h) Wait 2 minutes (during this time TV set can reboots few times).
- i) Unplug USB.
- j) Switch on TV set by remote controller.

4) Check if problem solved and go for aging test min. 48 hours (to use rolling pattern without any constant marks to avoid sticking image).

- PSU for exchange:

Parent	Design variant	12NC	Part Number	Location	Description
55OLED754/12	1, 2, 3	996599303735	ADTVI2255AB5	1054	ADAPTER BOARD 715G9892P
55OLED804/12	1, 2, 3	996599303435	ADTVI2255AB7	1054	POWER BOARD ASSY
55OLED854/12	1, 2, 3	996599303435	ADTVI2255AB7	1054	POWER BOARD ASSY
55OLED934/12	1, 2	996599303993	ADTVJ2255AB2	1054	POWER BOARD ASSY
65OLED754/12	1, 2, 3	996599304003	ADTVI2255AB6	1054	ADAPTER BOARD 715G9892P
65OLED804/12	1, 2, 3	996599303756	ADTVI2255AB8	1054	POWER BOARD ASSY
65OLED854/12	1, 2, 3	996599303756	ADTVI2255AB8	1054	POWER BOARD ASSY
65OLED934/12	1, 2	996599304017	ADTVJ2255AB3	1054	POWER BOARD ASSY
65OLED984/12	1, 2	996599303781	ADTVJ2255AA6	1054	ADAPTER BOARD 715G9892P
48OLED935/12	1	996592006782	ADTVJ2230ABT	1054	ADAPTER BOARD 715GA942P
55OLED705/12	1	996592100156	ADTVK2255ABJ	1054	ADAPTER BOARD 715G9892P
55OLED805/12	1, 2	996592003741	ADTVJ2255XB7	1054	ADAPTER BOARD 715G9892



Parent	Design variant	12NC	Part Number	Location	Description
55OLED805/12	3	996592100336	ADTVK2255XA7	1054	ADAPTER BOARD 715G9892
55OLED855/12	1	996592003741	ADTVJ2255XB7	1054	ADAPTER BOARD 715G9892
55OLED855/12	2	996592100336	ADTVK2255XA7	1054	ADAPTER BOARD 715G9892
55OLED865/12	1	996592003741	ADTVJ2255XB7	1054	ADAPTER BOARD 715G9892
55OLED935/12	1	996592004728	ADTVJ2255AC1	1054	ADAPTER BOARD 715G9892P
55OLED935/12	2	996592100432	ADTVK2255XD5	1054	ADAPTER BOARD 715G9892
65OLED705/12	1	996592100103	ADTVK2255ABK	1054	ADAPTER BOARD 715G9892P
65OLED805/12	1	996592003761	ADTVJ2255XB8	1054	ADAPTER BOARD 715G9892
65OLED805/12	2	996592100347	ADTVK2255XA8	1054	ADAPTER BOARD 715G9892
65OLED855/12	1	996592003761	ADTVJ2255XB8	1054	ADAPTER BOARD 715G9892
65OLED855/12	2	996592100347	ADTVK2255XA8	1054	ADAPTER BOARD 715G9892
65OLED865/12	1	996592003761	ADTVJ2255XB8	1054	ADAPTER BOARD 715G9892
65OLED935/12	1	996592005626	ADTVJ2255AC2	1054	ADAPTER BOARD 715G9892P
65OLED935/12	2	996592100480	ADTVK2255XD6	1054	ADAPTER BOARD 715G9892
48OLED806/12	1	996592102690	ADTVK2230AAM	1054	ADAPTER BOARD 715GA942P
48OLED936/12	1	996592103703	ADTVK2230ABF	1054	ADAPTER BOARD NA
55OLED706/12	1	996592100791	ADTVK2255AB3	1054	ADAPTER BOARD 715G9892P
55OLED806/12	1	996592102603	ADTVK2255AAK	1054	ADAPTER BOARD 715G9892P
55OLED856/12	1	996592102603	ADTVK2255AAK	1054	ADAPTER BOARD 715G9892P
55OLED876/12	1	996592102603	ADTVK2255AAK	1054	ADAPTER BOARD 715G9892P
55OLED936/12	1	996592103745	ADTVK2255ABD	1054	ADAPTER BOARD NA
65OLED706/12	1	996592101021	ADTVK2255AB4	1054	ADAPTER BOARD 715G9892P
65OLED806/12	1	996592102744	ADTVK2255AAL	1054	ADAPTER BOARD 715G9892P
65OLED856/12	1	996592102744	ADTVK2255AAL	1054	ADAPTER BOARD 715G9892P
65OLED876/12	1	996592102744	ADTVK2255AAL	1054	ADAPTER BOARD 715G9892P
65OLED936/12	1	996592103761	ADTVK2255ABE	1054	ADAPTER BOARD NA
77OLED806/12	1	996592103009	ADTVK2460ABC	1054	ADAPTER BOARD NA
AP CTN	n/a	n/a	Please refer to SBOM	1050	n/a

Figure 1. Details of PSU for repair.

- Display for exchange:

Parent	Design variant	12NC	Part Number	Location	Description
55OLED754/12	1, 2, 3	996599103407	730TOG550M2171N000	1050	OLED LE550AQD-EMA7 KR LGD
55OLED754/12	3	996599006033	730TOG550M2173N000	1050	OLED LE550AQD-EMA7 GZ LGD

Parent	Design variant	12NC	Part Number	Location	Description
55OLED804/12	1, 2	996599006033	730TOG550M2173N000	1050	OLED LE550AQD-EMA7 GZ LGD
55OLED804/12	3	996599103407	730TOG550M2171N000	1050	OLED LE550AQD-EMA7 KR LGD
55OLED854/12	1, 2	996599006033	730TOG550M2173N000	1050	OLED LE550AQD-EMA7 GZ LGD
55OLED854/12	3	996599103407	730TOG550M2171N000	1050	OLED LE550AQD-EMA7 KR LGD
55OLED934/12	1	996599006033	730TOG550M2173N000	1050	OLED LE550AQD-EMA7 GZ LGD
55OLED934/12	2	996599103407	730TOG550M2171N000	1050	OLED LE550AQD-EMA7 KR LGD
65OLED754/12	1, 2, 3	996599103741	730TOG650M2171N000	1050	OLED LE650AQD-EMA7 KR LGD
65OLED804/12	1, 2, 3	996599103741	730TOG650M2171N000	1050	OLED LE650AQD-EMA7 KR LGD
65OLED854/12	1, 2, 3	996599103741	730TOG650M2171N000	1050	OLED LE650AQD-EMA7 KR LGD
65OLED934/12	1, 2	996599103741	730TOG650M2171N000	1050	OLED LE650AQD-EMA7 KR LGD
65OLED984/12	1, 2	996599103741	730TOG650M2171N000	1050	OLED LE650AQD-EMA7 KR LGD
48OLED935/12	1	996592006767	730TOG480N2113N000	1050	OLED LE480AQD-ENA1 GZ LGD
55OLED705/12	1	996592100151	730TOG550N2433N000	1050	OLED LE550AQD-EPC3 GZ LGD
55OLED805/12	1, 2	996592003719	730TOG550N2133N000	1050	OLED LE550AQD-ENA3 GZ LGD
55OLED805/12	3	996592100266	730TBV550GA6A8N000	1050	OLED TPT550Q1-PQYHNA.G S6A XM TPV
55OLED805/12	3	996592007589	730TBV550QA2A8N000	1050	OLED TPT550Q1-PQYHNA.G S2A XM TPV
55OLED855/12	1	996592003719	730TOG550N2133N000	1050	OLED LE550AQD-ENA3 GZ LGD
55OLED855/12	2	996592100266	730TBV550GA6A8N000	1050	OLED TPT550Q1-PQYHNA.G S6A XM TPV
55OLED855/12	2	996592007589	730TBV550QA2A8N000	1050	OLED TPT550Q1-PQYHNA.G S2A XM TPV
55OLED865/12	1	996592003719	730TOG550N2133N000	1050	OLED LE550AQD-ENA3 GZ LGD
55OLED935/12	1	996592003719	730TOG550N2133N000	1050	OLED LE550AQD-ENA3 GZ LGD
55OLED935/12	2	996592100266	730TBV550GA6A8N000	1050	OLED TPT550Q1-PQYHNA.G S6A XM TPV
55OLED935/12	2	996592007589	730TBV550QA2A8N000	1050	OLED TPT550Q1-PQYHNA.G S2A XM TPV
65OLED705/12	1	996592100095	730TOG650N2433N000	1050	OLED LE650AQD-EPC3 GZ LGD
65OLED805/12	1	996592003747	730TOG650N2133N000	1050	OLED LE650AQD-ENA3 GZ LGD
65OLED805/12	2	996592007590	730TBV650LH2A8N000	1050	OLED TPT650Q1-PQYHNA.G S2A XM TPV
65OLED805/12	2	996592100342	730TBV650LH3B8N000	1050	OLED TPT650Q1-PQLHNA.G S6B XM TPV
65OLED855/12	1	996592003747	730TOG650N2133N000	1050	OLED LE650AQD-ENA3 GZ LGD
65OLED855/12	2	996592007590	730TBV650LH2A8N000	1050	OLED TPT650Q1-PQYHNA.G S2A XM TPV
65OLED855/12	2	996592100342	730TBV650LH3B8N000	1050	OLED TPT650Q1-PQLHNA.G S6B XM TPV
65OLED865/12	1	996592003747	730TOG650N2133N000	1050	OLED LE650AQD-ENA3 GZ LGD
65OLED935/12	1	996592003747	730TOG650N2133N000	1050	OLED LE650AQD-ENA3 GZ LGD
65OLED935/12	2	996592007590	730TBV650LH2A8N000	1050	OLED TPT650Q1-PQYHNA.G S2A XM TPV
65OLED935/12	2	996592100342	730TBV650LH3B8N000	1050	OLED TPT650Q1-PQLHNA.G S6B XM TPV
48OLED806/12	1	996592007585	730TOG480N2173N000	1050	OLED LE480AQD-ENA7 GZ LGD
48OLED806/12	1	996592101648	730TOG480N217VN000	1050	OLED LE480AQD-ENA7 VN LGD
48OLED936/12	1	996592007585	730TOG480N2173N000	1050	OLED LE480AQD-ENA7 GZ LGD

Parent	Design variant	12NC	Part Number	Location	Description
48OLED936/12	1	996592101648	730TOG480N217VN000	1050	OLED LE480AQD-ENA7 VN LGD
55OLED706/12	1	996592100782	730TBV550GA7A8N000	1050	OLED TPT550Q1-PQLHPC2.G S2A XM TPV
55OLED806/12	1	996592102590	730TBV550H71A8N000	1050	OLED TPT550WR-PQLHPAB.Q SBA XM TPV
55OLED806/12	1	996592102588	730TBV550LA6A8N000	1050	OLED TPT550Q1-PQLHPA6.QS6A XM TPV
55OLED856/12	1	996592102590	730TBV550H71A8N000	1050	OLED TPT550WR-PQLHPAB.Q SBA XM TPV
55OLED856/12	1	996592102588	730TBV550LA6A8N000	1050	OLED TPT550Q1-PQLHPA6.QS6A XM TPV
55OLED876/12	1	996592102588	730TBV550LA6A8N000	1050	OLED TPT550Q1-PQLHPA6.QS6A XM TPV
55OLED936/12	1	996592103741	730TBV550H51A8N000	1050	OLED TPT550Q1-PQLHPA1.Q S1A XM TPV
65OLED706/12	1	996592101014	730TBV650PB3A8N000	1050	OLED TPT650WR-PQLHPC.G S2A XM TPV
65OLED806/12	1	996592102734	730TBV650LE6A8N000	1050	OLED TPT650WR-PQLHPA.G S6A XM TPV
65OLED806/12	1	996592102736	730TBV650LE7A8N000	1050	OLED TPT650WR-PQLHPA.G SBA XM TPV
65OLED856/12	1	996592102734	730TBV650LE6A8N000	1050	OLED TPT650WR-PQLHPA.G S6A XM TPV
65OLED876/12	1	996592102734	730TBV650LE6A8N000	1050	OLED TPT650WR-PQLHPA.G S6A XM TPV
65OLED936/12	1	996592103755	730TBV650PB2B8N000	1050	OLED TPT650WR-PQLHPB.G S2B XM TPV
77OLED806/12	1	996592102969	730TOG770N217VN000	1050	OLED LE770AQD-ANA7 VN LGD
AP CTN	n/a	n/a	Please refer to SBOM	1050	n/a

**Figure 2.** Details of OLED panel for repair.

### Change History

Version	Date	Change History	Author
1.0	2019/10/09	Initial release	Anny Huang
2.0	2020/08/31	Add 2K20 CTN	Anny Huang
3.0	2021/06/24	Add 2K21 CTN	Anny Huang
4.0	2021/08/19	Add details of PSU and panels for repair; Change order of steps in section Solution/Workshop	Jacek Kolodziej
4.1	2021/09/06	Add 705 series	Anny Huang