

# Service Bulletin

Bulletin # : GLZ201800119  
Release Date : April 18, 2018  
Made by : Yongsu Kim

**1. Subject** : Symptom of square box type in TV center

**2. Applicable for models** : OLED55B7, OLED55C7, OLED55E7

**3. Applicable for Serial Number(Period)** : From April 2017 to March 2018

Applicable only with symptoms below

Applicable with every repair:

## • Extended Warranty

This service is covered by an extended warranty Yes  No

- If Yes, Parts for ( N/A : SW Download ) years and Labor for ( 5 ) years by LG.

- If No, SW download 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.

## • SVC Note (Special Claim Code or other administrative notes)

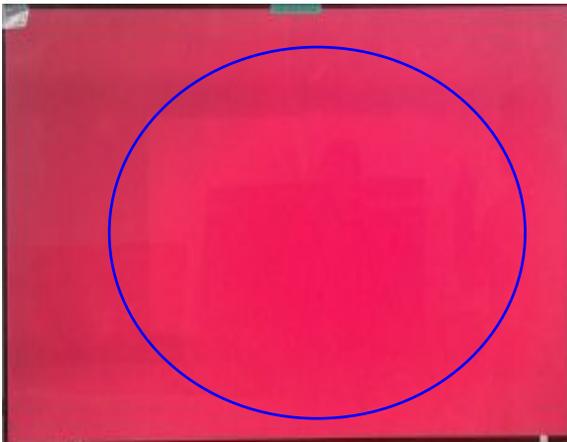
N/A

## <Repair information>

### 4. Symptoms and Causes

a) Symptoms : Symptom of square box type in TV center

b) Causes : Pixel Refresher (JB) operation error



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

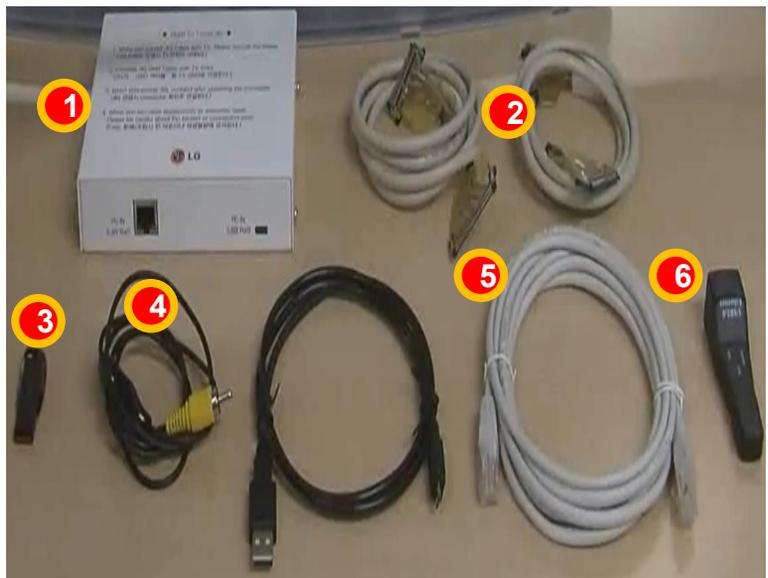
SVC Method :

- ① Prepare the OLED T-Con Jig(P/N: RAD33387801)
- ② Prepare the PC  
([PC Requirement : JIG program optimized for Windows 7](#))
- ③ Install picture compensation program and driver using PC (using USB included in JIG)
- ④ Jig Connection
- ⑤ Use Jig to Re-download Pixel Refresher(JB) of T-Con Board

<List of components>

- ① OLED T-Con JIG
- ② '17 Model T-Con Cable (30pin to 51pin)
- ③ USB Memory (Install/Execution Program, User Guide Included)
- ④ GND Cable
- ⑤ PC IN LAN Port Cable
- ⑥ USB Ethernet Adapter

Included in Jig accessories



**OLED T-Con Jig**  
( P/N : RAD33387801)

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## 6. Repair Instruction

### A. Install & Execution Program

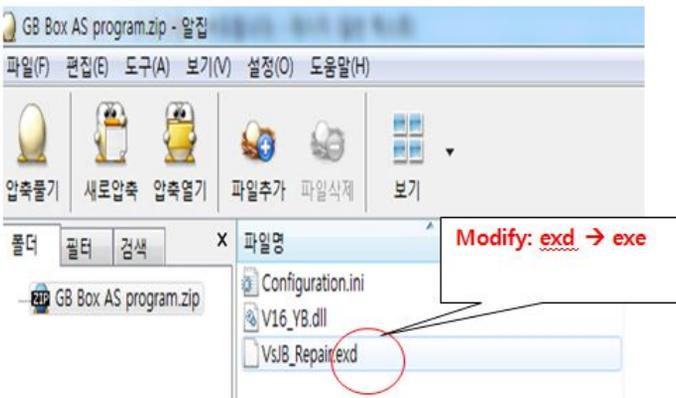
#### 1) Driver Program

- ① 2012\_vcrist\_x86
- ② dotNetFx40\_Full\_x86\_x64
- ③ CDM v2.12.00 WHOL Certified
- ④ POT Board\_usb port driver

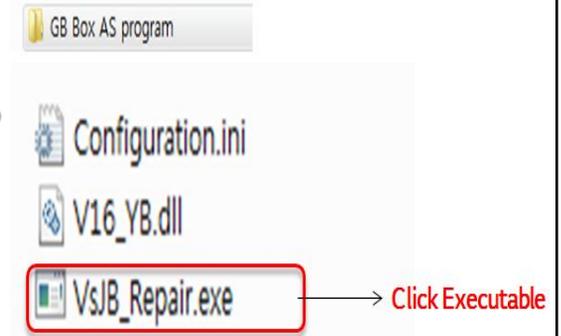
Driver program is stored in USB of Jig accessory.

#### 2) Execution Program

Unzip the file



Execution File Directory



## 6. Repair Instruction

### B. Jig Cable Connection

1



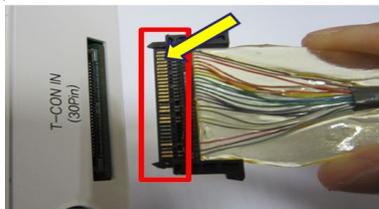
Connect LAN Cable to JIG PC IN(LAN Port)

2



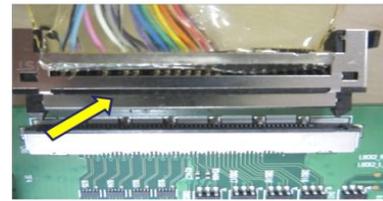
Connect USB Ethernet Cable to PC USB Port.

3



※ JIG T-Con IN(30pin)에 T-Con cable Connector Connect so that the Copper sides is shown upwards

4



※ Connect T-Con cable(Yr '17 cable) to the T-con board in a normal way □ For Yr' 17 Model

5



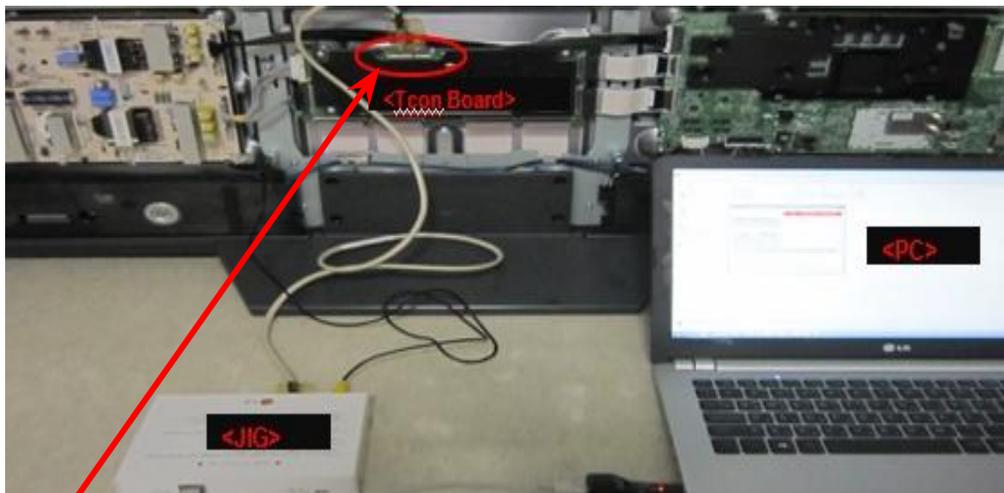
Connect GND cable to JIG

6



Connect JIG GND cable to the T-Con Board GND.

### JIG Connection Diagram



T-Con Connection Cable

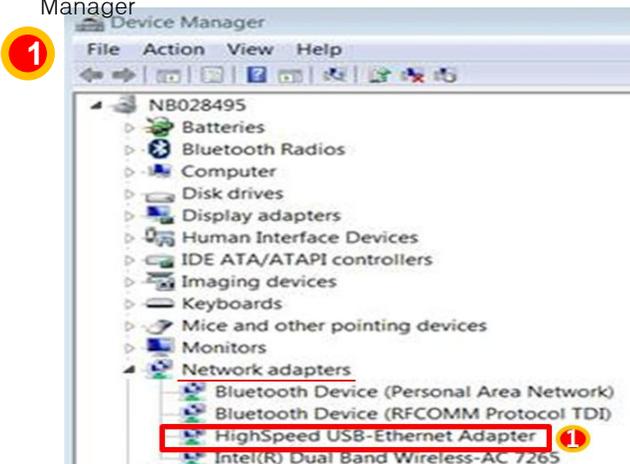
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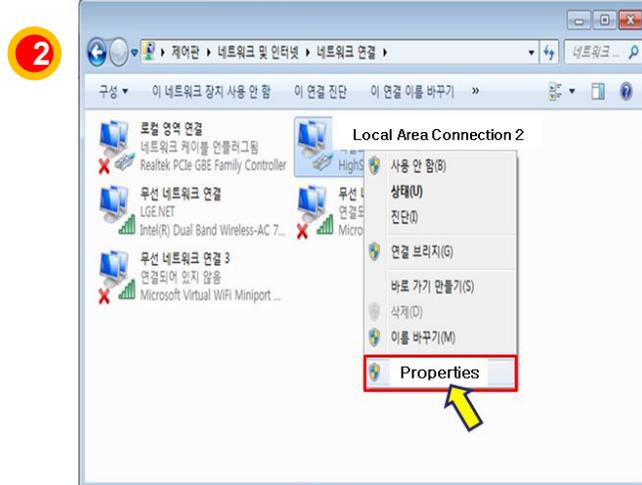
## 6. Repair Instruction

### C. Setting

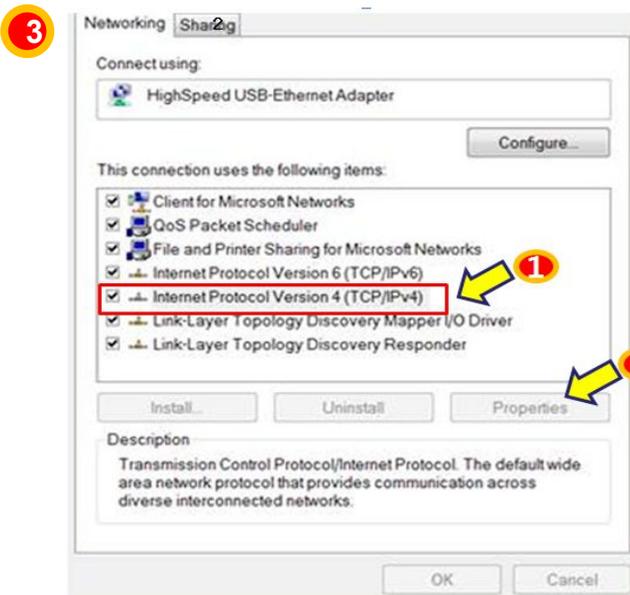
PC □ Properties (right-mouse click) □ Device Manager



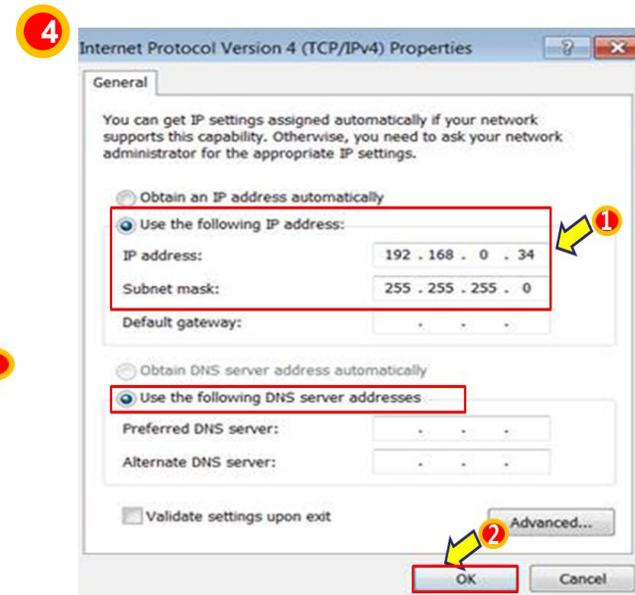
Network adapters □ Highspeed USB-Ethernet Adapter  
Check the activation status.  
If it does not appear(1), reinstall the Dirver file and check t  
he USB Ethernet Adapter connection status.



Control Panel □ Network & Internet □  
Network Connection □ Local Area connection 2  
□ Properties



Internet Protocol Version 4 (TCP/IPV4) □ Properties



IP Address 192.168.0.30(If there are a number of JIGs,  
Can select either of 30~39)

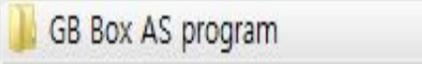
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### D. Execution File

**1** Re-download Execution File

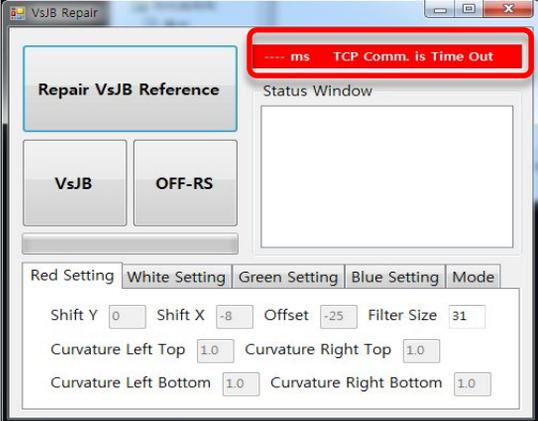


**Execution File Directory**



→ Click Executable

**2**



Squared box : Check POT Board Connected color is changed to green  
If the above color is not changed to green,  
Do not press the button

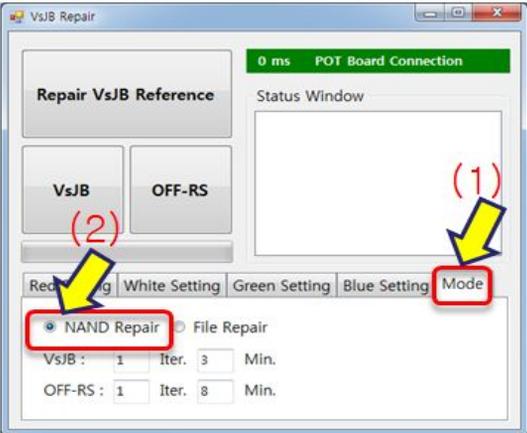


Connection failed

Connection Successful

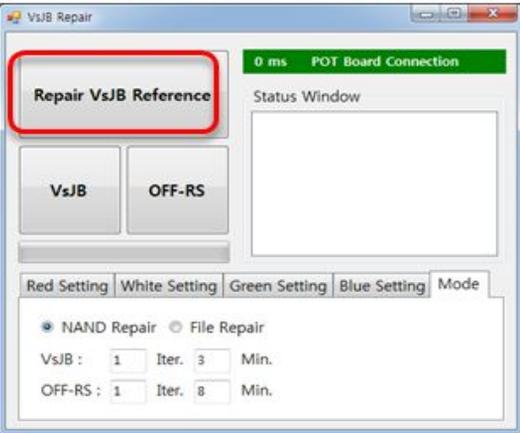
\*If the square box does not turn green, exit the program,  
check the cable connection, reconnect the program and run again

**3**



Mode  Select the NAND Repair

**4**



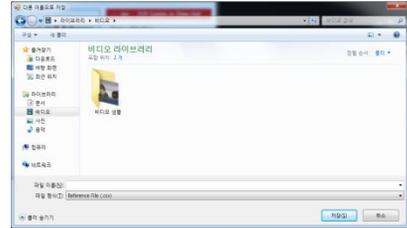
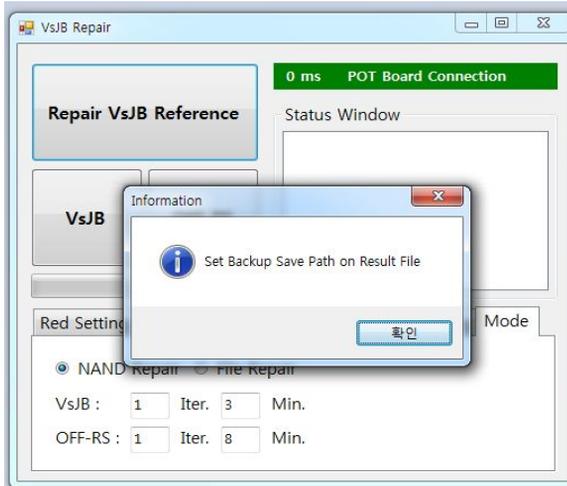
To start Repair, click the 'Repair VsJB Reference' at the top

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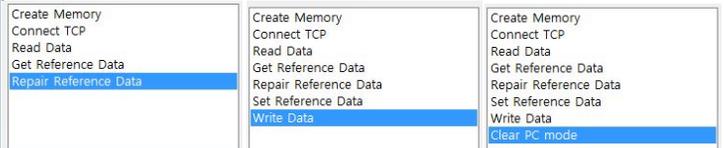
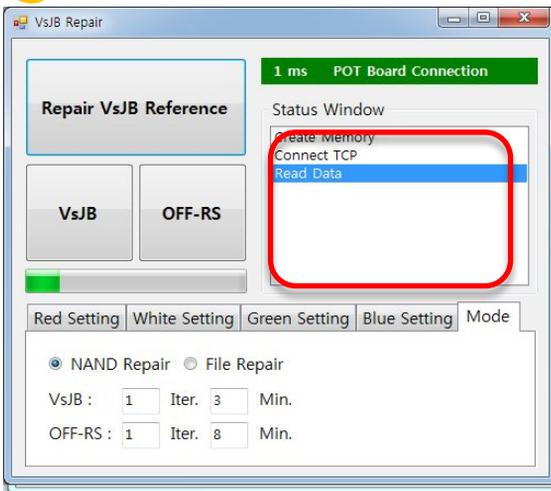
## 6. Repair Instruction

5



Before starting Repair, you need to save the existing Panel information.  
Click OK button and save the file in Excel format.

6

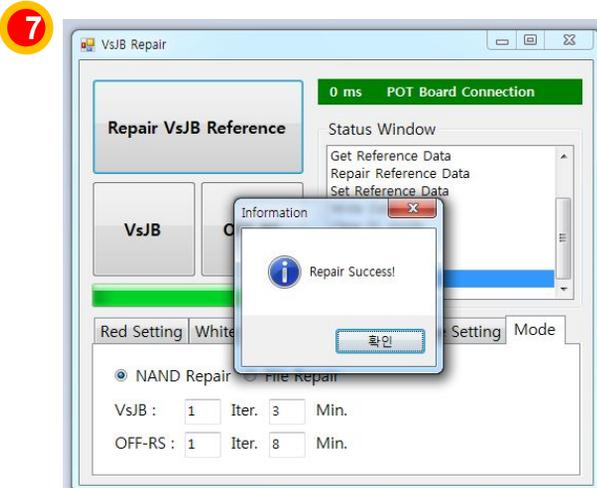


After the repair start, you can check the operation status  
through the status display on the right.

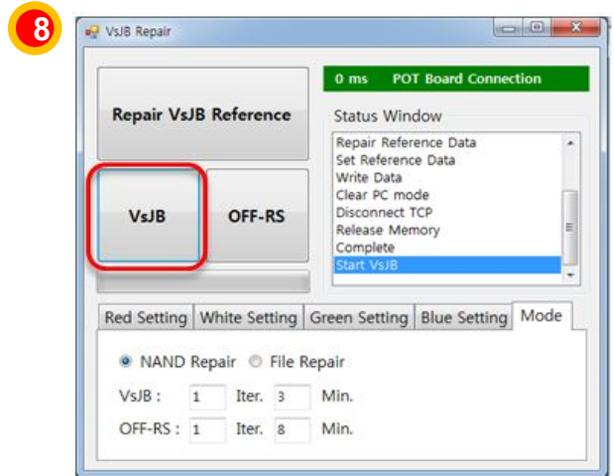
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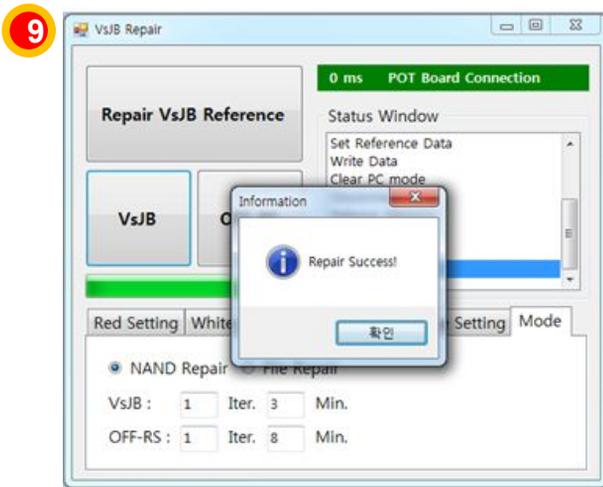
## 6. Repair Instruction



You can check repair completion through pop up window  
\* Do not exit the program before popup window appears

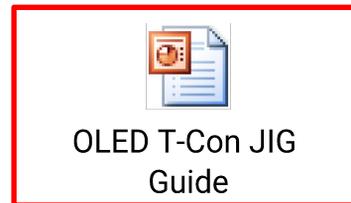


After completion of repair,  
please click the 'VsJB' on the  
top



You can check the completion of JB  
through the pop up window

< JIG Guide for OLED Pixel Refresher (JB) Download >



OLED T-Con JIG  
Guide

□ For detailed jig and download instructions  
please check the guide.

## 7. Scrap Current Part in LG Warehouse

Yes No