

# Technical Booklet

## 1. LG Service News

- Introducing new OLED TV 'Panel Diagnostic Jig'
- Introducing LGRepair.com Website

## 2. LG SVC Tips

- Range Auto re-ignitor 'Keep attempting to ignite with clicking sound even with good flame'
- Yoder Loop Leak Protocol and Testing

## 3. Service Bulletins

**LG Electronics Alabama, Inc.**  
**2023. 10**

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# 1. LG Service News - OLED Panel Diagnostic Jig

## Introduction new OLED TV 'Panel Diagnostic Jig'

### 1. Use of the jig will significantly increase the accuracy of Panel, Main & Power Boards diagnosis

- Saves time! Easy to use! Smaller than a credit card!
- Applicable for 92 different OLED series models from 2017~2023
- Only two simple connections using the existing TV Power & T-Con cables
- Displays a transitioning pattern of Red, Green, Blue & White (Rolling Test Patterns)
- Great for checking a Panel that won't stay on due to Burn Detection being activated
- Jig can be purchased from the LG parts department, Part# RAD33749101

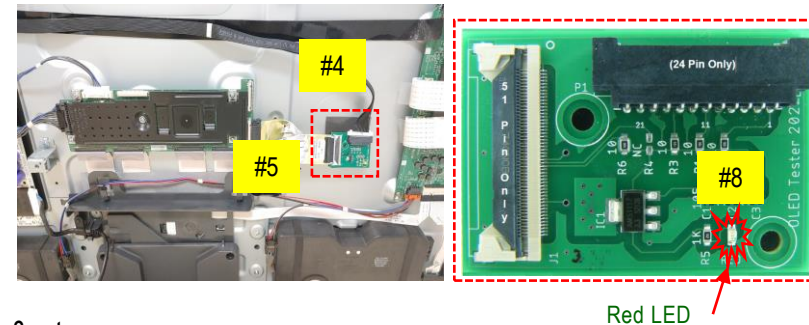
\* Video Guide: <https://lgtestmodes.com/oled1> or



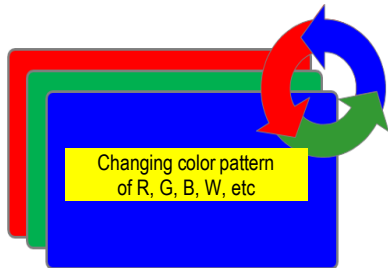
### 2. Jig Connection Process

- [Step #1] Unplug the TV power cord
- [Step #2] Disconnect the 51 Pin T-Con Vx1 connector from the Main Board
- [Step #3] Disconnect the 41 pin T-Con Vx1 ribbon cable from Main Board
- [Step #4] Disconnect the 24 Pin connector from Main Board
- [Step #5] Connect the 51 Pin T-Con Vx1 connected to the J1 connection on the Jig
- [Step #6] Connect the 24 pin SMPS connector to the P1 connection on the Jig
- [Step #7] Plug the TV power cord back in.
- [Step #8] Confirm the Red LED comes on  
and there will now be a changing color pattern of Red, Green, Blue, White & etc

OLED Panel Diagnostic Jig (Part #: RAD33749101)



### 3. Diagnosis and Repair

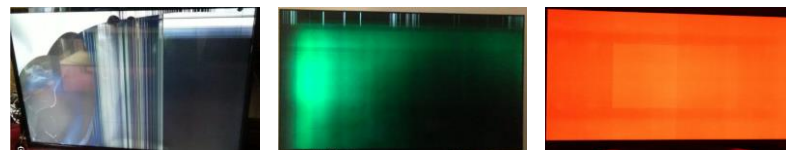


\* Internal generated color patterns are to be used to determine panel defects, Vx1 cable and Main Board defects and color pattern could be NOT solid



#### Good Color Pattern

: OLED Panel and Power board are good  
→ Check Main board and Vx1 Cables



#### Bad or No Color Pattern

: OLED Panel is NOT good  
→ Need to replace OLED Panel  
→ Contact TCC for Panel Authorization before replacing

\* When replacing the OLED panel, DO NOT Replace Main or Power board at the same time

\*Note: Power Supply must be producing normal output voltages to the MAIN & T-CON Boards.

\*Note: The Red LED on Jig will be lit when 12V from power supply is working correctly.

# 1. LG Service News - OLED Panel Diagnostic Jig

## Applicable Model List

Series	Size	Model Name	2017	2018	2019	2020	2021	2022	2023
A	48	OLED48A*	-	-	-	-	0	0	0
	55	OLED55A*	-	-	-	-	0	0	0
	65	OLED65A*	-	-	-	-	0	0	0
	77	OLED77A*	-	-	-	-	0	0	0
B	55	OLED55B*	0	0	0	0	0	0	0
	65	OLED65B*	0	0	0	0	0	0	0
	77	OLED77B*	-	-	0	0	0	0	0
C	42	OLED42C*	-	-	-	-	-	0	0
	48	OLED48C*	-	-	-	0	0	0	0
	55	OLED55C*	0	0	0	0	0	0	0
	65	OLED65C*	0	0	0	0	0	0	0
	77	OLED77C*	-	0	0	0	0	0	0
	83	OLED83C*	-	-	-	-	0	0	0
E	55	OLED55E*	0	0	0	-	-	-	-
	65	OLED65E*	0	0	0	-	-	-	-
G	55	OLED55G*	-	-	-	0	0	0	0
	65	OLED65G*	0	0	0	0	0	0	0
	77	OLED77G*	0	-	0	0	0	0	0
	83	OLED83G*	-	-	-	-	-	0	0
	97	OLED97G*	-	-	-	-	-	0	-
W	65	OLED65W*	X	0	0	0	-	-	-
	77	OLED77W*	X	0	0	0	-	-	-
Z	77	OLED77Z*	-	-	-	X	-	X	-
	88	OLED88Z*	-	-	-	X	-	X	-

"O" Jig is Usable, "X" Jig is Not Usable

"Suffix \*" is year Designation. For example, OLED65C3 is 2023 year model, ("X" is 2000)

"-" means this model is not launched in U.S



## 2. LG SVC Tips – Range Auto re-ignitor (CBGJ3023S)

**Keep attempting to ignite with clicking sound even with good flame**

It has been observed in the newly implemented **Auto re-ignitor** applied model.

**Re-ignitor:** Designed to automatically relight the flame in case of flame unexpectedly goes out, ensuring that any remaining gas is burned off.

Cause #1: Re-ignitor is defective itself

Cause #2: Voltage Problem → Should be 120V between Live and Neutral, 120V between Live and Ground.

Cause #3: Check positioning of the Spark Plug and Burner Assembly.

Cause #4: Simmer flame is too small → If there is a problem with the nozzle or valve, the gas flow may be abnormally low.

Cause #5: Severe flame fluctuation → a faulty flame sensor.

### Issue Symptom



### Model

	Model	Description
1	CBGJ3023D	Gas Hob(Built in)
2	CBGJ3023S	Gas Hob(Built in)
3	CBGJ3027S	Gas Hob(Built in)
4	CBGJ3623D	Gas Hob(Built in)
5	CBGJ3623S	Gas Hob(Built in)
6	CBGJ3627S	Gas Hob(Built in)
7	CBGK3029S	Gas Hob(Built in)
8	CBGK3629S	Gas Hob(Built in)
9	CBGS3028N	Gas Hob(Built in)
10	CBGS3028S	Gas Hob(Built in)
11	CBGS3628N	Gas Hob(Built in)
12	CBGS3628S	Gas Hob(Built in)
13	SKSRT360S	Range Top
14	SKSRT360SIS	Range Top
15	SKSRT480SIS	Range Top
16	SKSGR360GS	Gas
17	SKSGR360S	Gas
18	SKSDR360GS	Dual Fuel(Slide)
19	SKSDR360SS	Dual Fuel(Slide)
20	SKSGR480GS	Gas
21	SKSDR480SIS	Dual Fuel(Slide)
22	SKSDR480GS	Dual Fuel(Slide)
23	SKSDR360SIS	Dual Fuel(Slide)

## 2. LG SVC Tips - Yoder Loop Leak Protocol and Testing (1/4)

### ☐ Yoder Loop Leak Protocol

Before isolating a Yoder Loop or even tapping into a sealed system you need to have gathered the below readings from the unit...

- **Temperature inside the unit.**
- **Compressor Amp Draw.**
- **Compressor Voltage.**
- **Evaluate Frost Pattern.**

*(And of course, you need to rule out all factors that could mimic a sealed system issue. Airflow Issues, Defrost Issues, Fan Issues, etc. Before ever tapping into a unit).*

Once you tap you need to record...

- **High Side Run Pressure**
- **Low Side Run Pressure**

(It is best that the unit has been running for at least 25 minutes before gathering these pressures so that you are seeing accurate readings. Many units have a start up process where the Compressor does not run full stroke for the first 25 minutes.

This means it would be wise to contact the customer the day before or hours before you arrive to make sure the unit has been plugged in and running so you do not have to wait once in the home.)

### **Equalization Test**

(needed if pressures could sway to leak or restriction. A restriction after the drier can mimic high side leak pressures)

- An equalization test can be done to rule out restrictions. Pressures should equalize in under 10 minutes if there are no restrictions.
- Once the unit equalizes, record what pressure it equalizes at. (Note that Ambient and internal temperatures will affect what PSI the pressures will equalize at).

**All the above should be recorded in your notes in GSFS for all sealed system repairs. In the case that you need to contact TCC the agent will need the information above to properly diagnose with you.**

If the above readings do not point toward High Side Leak then troubleshoot for low side leak, restriction, inefficient compressor, or whatever the case may be.

If the above readings point toward High Side Leak you will need to isolate your high side components and check for leaks.

- 1) Pressurize the whole high side to 200psi and bubble test all visible joints and leak points.  
(Joints at Compressor, Condenser, Drier).
- 2) If you do have a drop in pressure on the high side and can find no leaks at any joints then isolate the condenser and test it by itself.
- 3) If no joints on the High Side are leaking and the condenser is not leaking, then the Yoder can be tested.

## 2. LG SVC Tips - Yoder Loop Leak Protocol and Testing (2/4)

### ❑ To properly test the Yoder Loop(1/3)

- Yoder needs to be fully isolated by itself. This means removing the drier and cutting the yoder loose on the condenser side above the factory connection.
- Close off one side of the yoder loop.
- Attach one gauge to the other side of the yoder loop. There is no need to hook up gauges to both sides of the yoder, this increases your chances of equipment failure mimicking a yoder leak.

Right side are examples of Proper isolations and what will be expected to be seen by the TCC agent when running telepresence.

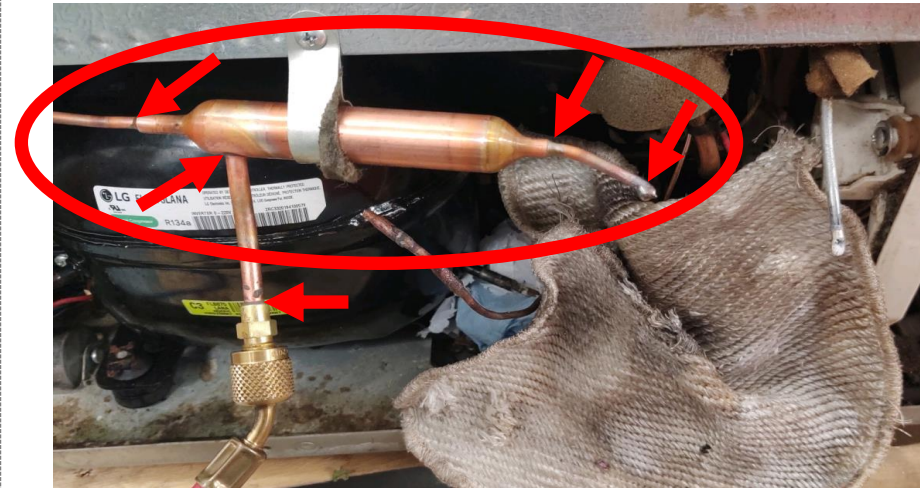
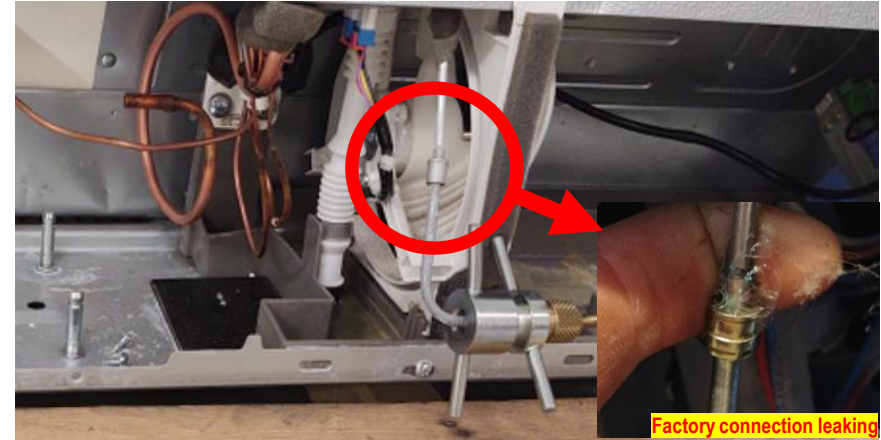




## 2. LG SVC Tips - Yoder Loop Leak Protocol and Testing (3/4)

### ❑ To properly test the Yoder Loop(2/3)

Right side are examples of improper isolations that need the driers and factory connection points removed because they sometimes leak and will trick you into thinking the yoder is bad. The goal is to eliminate all possible leak points outside of the yoder loop.



Above Example shows multiple potential leak points and why the drier needs to be removed for testing

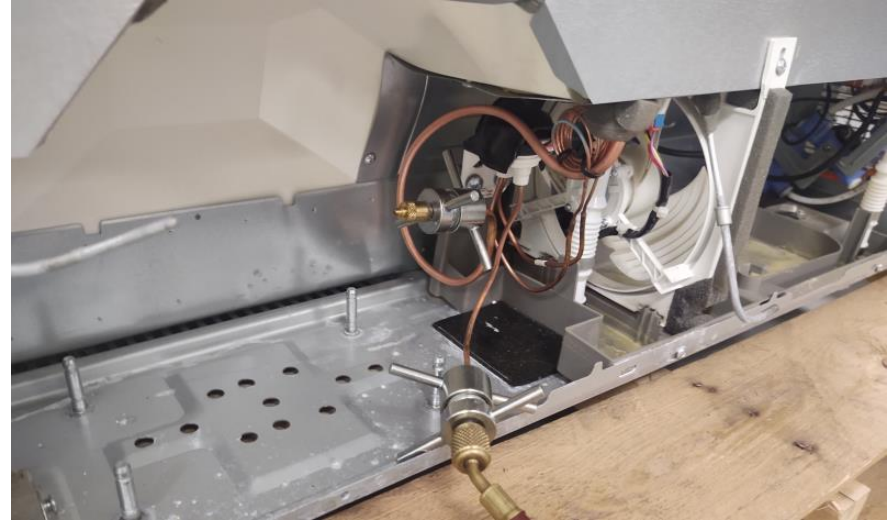
## 2. LG SVC Tips - Yoder Loop Leak Protocol and Testing (4/4)

### □ Yoder Loop Leak RA Case Study Evaluators Findings

Also tested the low side of the system and there was no pressure drop there either.

**The leak was likely in the condenser or drier or at a high side joint. I cannot test those parts as they were removed before the unit was shipped back.**

### Evaluators Findings



# Refrigerator SVC Bulletins

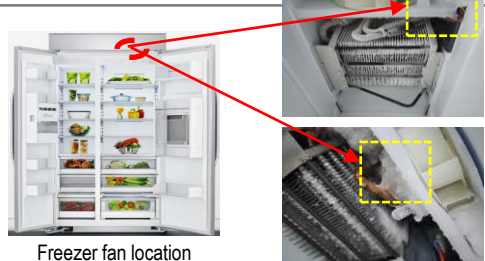
# Service Bulletin

## Frost around freezer fan motor

Bulletin Type: Quality  Parts  Others  Applicable only with symptoms  with every repair

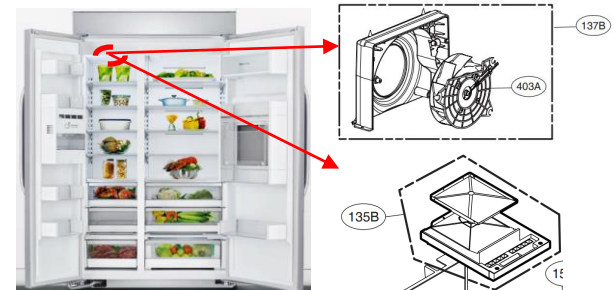
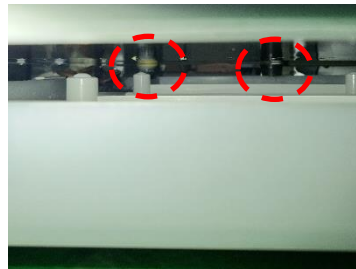
Applicable for Serial Number : All serial

Applicable for models : UPSXB2627S / LSSB2692ST / LSSB2692BD / SRSXB2622S / SKSSB4202S

Symptoms	Ice crushing noise such as 'cracking' inside the freezer upper duct multi	<p data-bbox="1246 629 1335 658">Picture</p>  <p data-bbox="1373 735 1590 782">Freezer fan location (inside Freezer Duct, Multi)</p> <p data-bbox="1676 762 1818 809">Freezer fan motor icing defect</p>
Cause	<ul style="list-style-type: none"> <li>- If the drain caps are not installed or if they are deformed, outside humid air flows into the lower side of the Eva, causing fan freezing.</li> <li>- When the freezer door is opened, outside humid air enters and penetrates the insufficiently sealed area of the duct multi top.</li> </ul>	

### 1. Repair Instruction

- Check and replace the defrost water drain cap (freezer/refrigerator) at the bottom of the refrigerator.
  - If the Drain Cap [MBL68694701 \(SVC Loc. 630B\)](#) 2 EA is not assembled, remove the product from the cabinet and assemble it from the rear.
- Remove the duct multi at the top of the freezer & check for frost around the fan motor. If icing occurs, remove icing & check the operation of the fan motor.
  - If fan motor operation is abnormal or noise occurs, replace the fan motor [AHV73129804 \(SVC Loc. 137B\)](#) and duct multi [ADJ73232401 \(SVC Loc. 135B\)](#) together.
  - If there is no problem, replace the duct multi only.

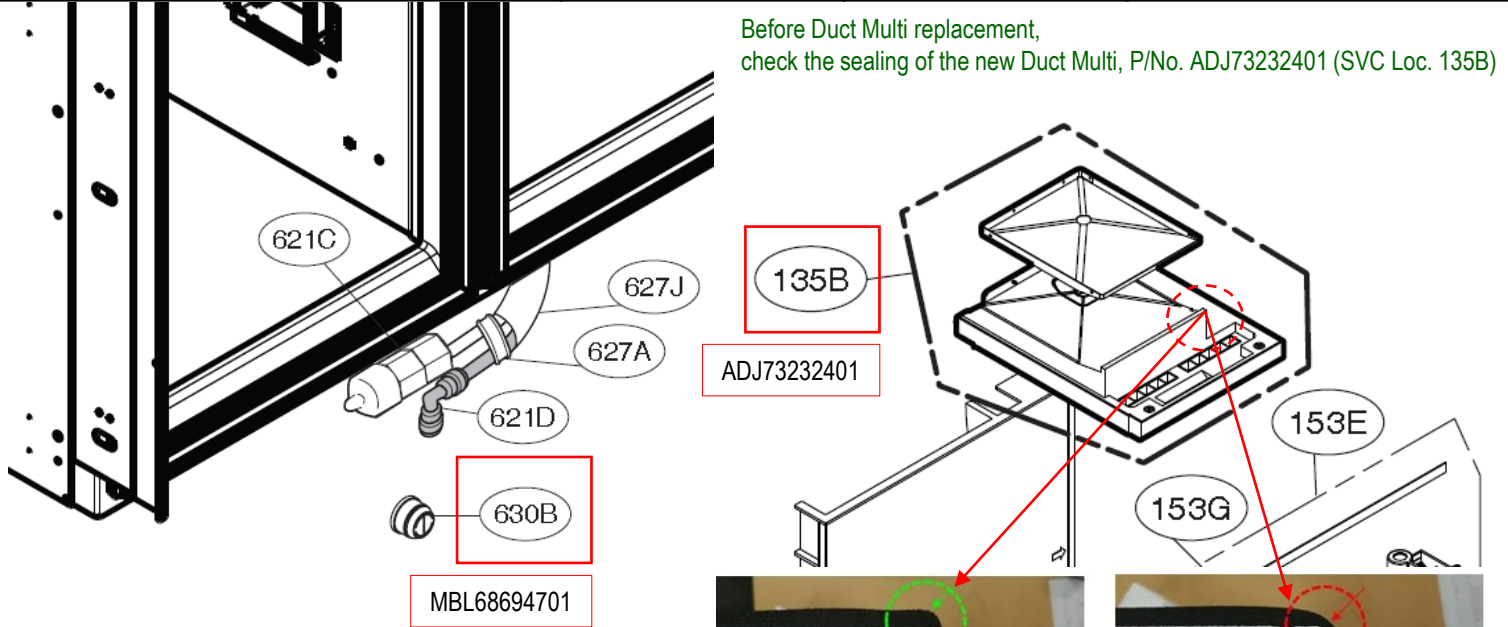


# Service Bulletin

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

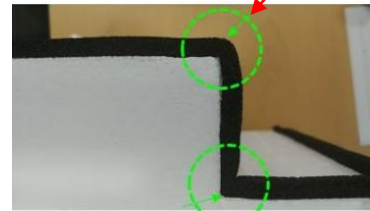
		Same part number			
Part Name	Loc No.	As was	Loc No.	Current	Remark
Cap, Drain Tube	630B	MBL68694701	630B	MBL68694701	Shape was improved
Duct, Multi Assembly	135B	ADJ73232401	135B	ADJ73232401	Heater Assembly Position changed

Exploded View

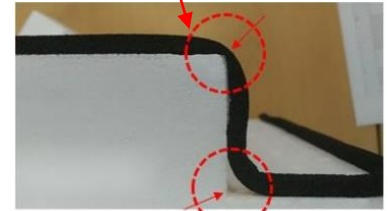


※ Refer to Page. 4  
 for details of disassembly and assembly of Drain Cap.

※ Refer to Page 5 and SVC manual for details of  
 disassembly and assembly of Duct Multi Top.



Normal



Bad : Thickness of display part is thin and gap occurs

# Service Bulletin

**Part Interchangeable :**

	Current Part	New Part
Current Product	No	Yes
New Product	No	Yes

**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.

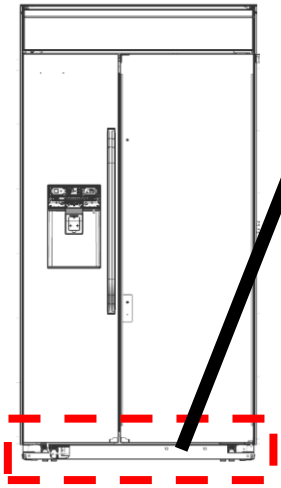
- If No, Parts and labor are charged to the customer if outside warranty period.

• 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.

# Appendix.

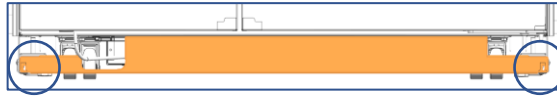
## How to Service



Front View



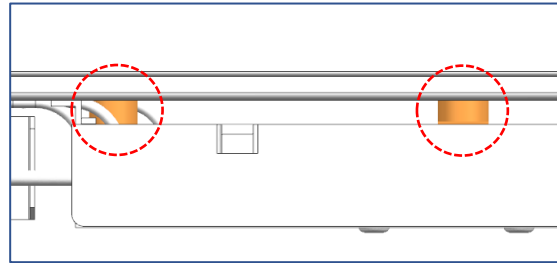
Back View



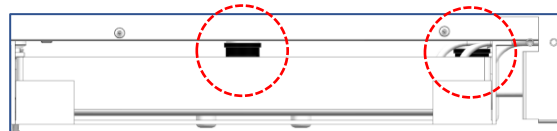
Remove 2 screws and take off the Cover, Lower.



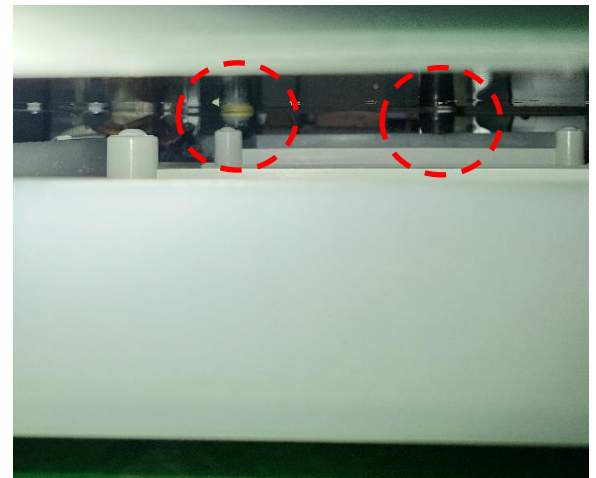
This is the drain pan location.



Check the presence/absence of the drain cap at the location marked in orange  
→ The drain cap is black rubber.  
→ Without the drain cap, only the white pipe is visible.



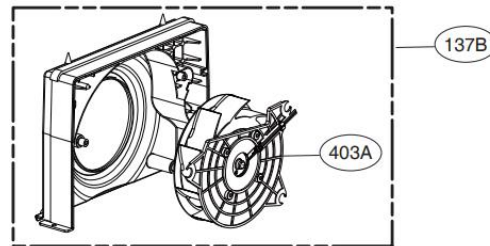
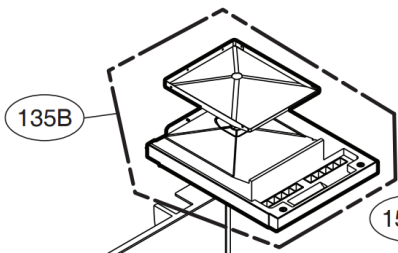
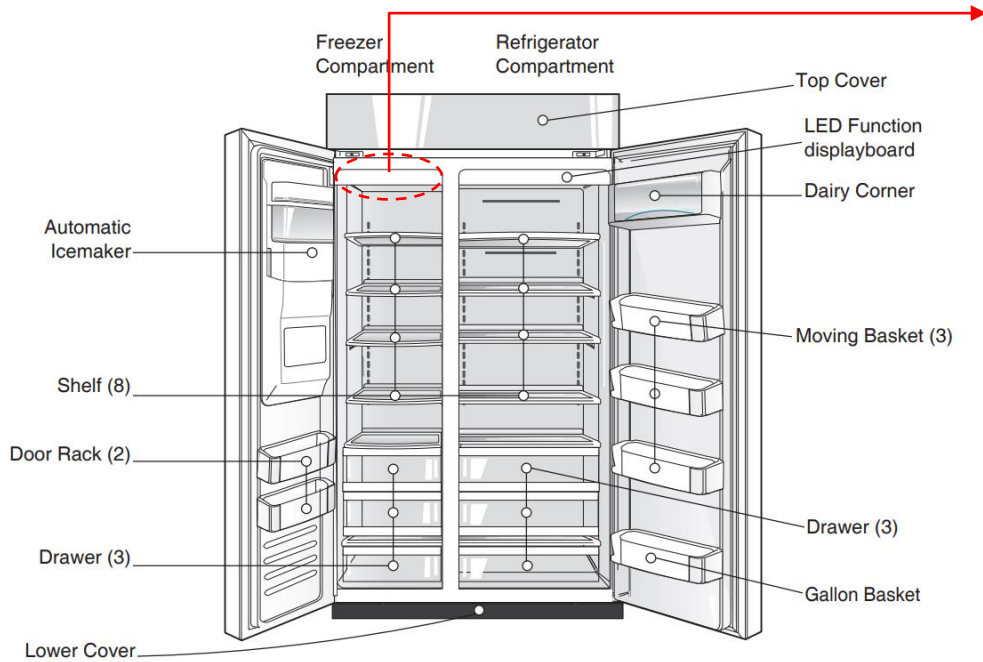
If there is no drain cap when checking from the front, un-install the product from the cabinet and install the drain cap to the pipes from the rear of the product (two marked places)



Actual photo from the front

# Appendix.

## How to Service



After disassembling the Duct Multi Top, check for ice formation around the fan motor.  
 If icing is found, remove it and check the operation of the fan motor.  
 In case of abnormal fan motor operation, replace the motor. P/No. AHV73129804 (SVC Loc.137B)

## HOW TO DISASSEMBLE AND ASSEMBLE

### 8-1. F —LAMP CASE

1) Loosen the two screws and remove the lamp case.



2) Separate a housing and remove F-lamp case.



3) Assembly is reverse order.

5) Separate a housing as remarked.



6) Remove 2 screws marked in red. And separate shroud on the way of picture below.



7) Separate the housing as remarked.



8) When you assemble multi duct, please refer to below instruction.



- ① Insert the housing of multi duct.
- ② As like above picture, please hold up back of multi duct.
- ③ Then push as shown as shown below steps.



**NOTE** — At step ③, push the multi duct strongly. (Because it is tight fit.)

### 8-2. F —SHROUD ASSEMBLY

1) Remove the F-lamp case. And 2 screws marked in red.



2) To remove the Multi-Duct: 1st pull out then down then out again. Caution this has a tight fit, so it is necessary to pull with some force.

3) Separate multi duct.



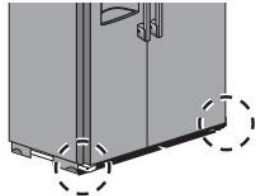
**NOTE** — turn the multi duct when remove it.



# Appendix.

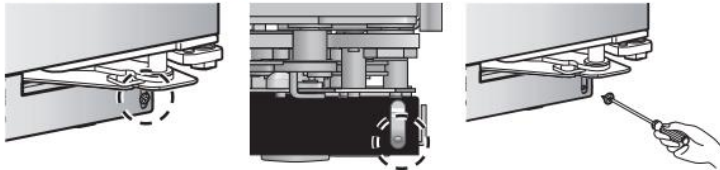
## How to un-install and reinstall the product in a cabinet

### 12. How to adjust the height of the product

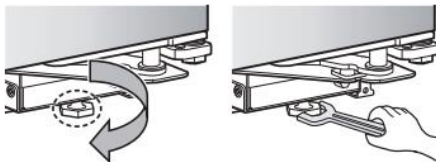


- 1) Use the height adjuster on the front/rear side to level the product and adjust the height on both left and right side.  
 \* For built-in product, adjust the height of and level the product during the initial installation. (For accurate height adjustment, it is recommended to contact the service center.)

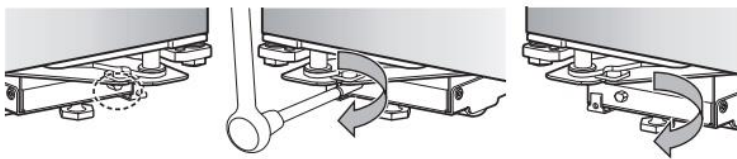
- 2) Adjustment order (Adjustment method is same for both left and right side.)  
 - Disassemble the bottom grill using the (+) driver.



- Use the front height adjuster to adjust the height. (Turn clockwise to raise the product.)



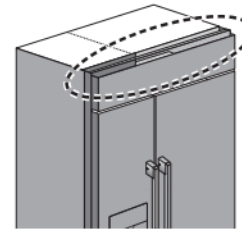
- Use the M8 spanner to adjust the height adjuster on the rear side. (Turn clockwise to raise the product.)



\* M8 spanner is not included in the accessory box.

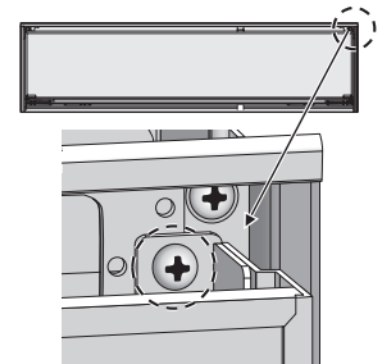
- 3) After adjusting the height, always make sure to install the bottom grill.

### 13. How to disassemble/reassemble the top grill

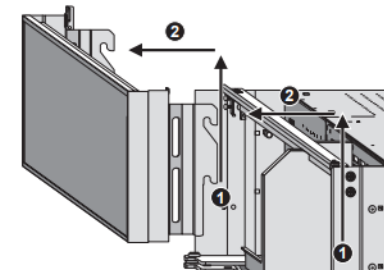


- 1) To adjust the left/right door, the top grill must be disassembled first.  
 \* Because the corners can be sharp, make sure to be careful during the task.  
 \* After disassembling the top grill, place it at a safe location to avoid any scratch on the panel.

- 2) Top grill disassembly and reassembly order  
 - Loosen the indicated screws and keep them safely. (Left and right are symmetrical)



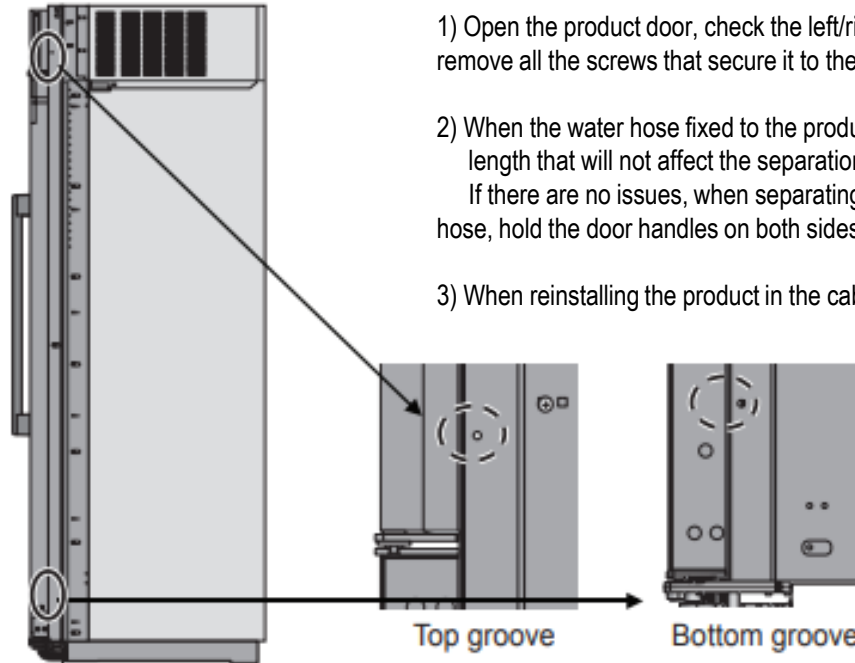
- Lift up the top grill as shown in the picture to pull it out to the front.
- \* For the safety of the customer, there is a hook on the left/right side of the top grill. If the part is separated with excessive force, it can cause an injury.



- Reassembly can be done in the reverse order.

# Appendix.

## How to disassemble and reinstall the product in a cabinet



1) Open the product door, check the left/right sides of the product and the screws that secure the unit to the cabinet, then remove all the screws that secure it to the cabinet.

2) When the water hose fixed to the product is pulled out from the front, check if there is enough length that will not affect the separation of the cabinet and the product.

If there are no issues, when separating the product from the cabinet, be careful of damaging the water hose, hold the door handles on both sides of the product, and carefully pull it forward to separate it from the cabinet.

3) When reinstalling the product in the cabinet, secure the screws in the reverse order.



< Example of installation >



< Example of installation >

# Washing Machine SVC Bulletins

# Service Bulletin

## [Quality\_Common][Others] Troubleshooting of dHE issue due to harness multi cutting

Bulletin Type : SVC Notice  Parts  Others

Applicable only with symptoms  with every repair

Applicable for Serial Number : All series

Applicable for models: All model Victor2 WD

Detail : Refer to [Appendix. Model list]

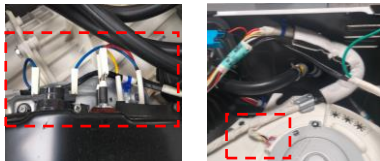
Symptoms	dHE error code on the display	Picture	
Cause	Harness multi was strengthened and folded strongly when washing machine operating.		

### 1. Repair instruction

**Do not replace the harness multi, duct assembly, and PCB Main unnecessarily, check the symptoms and take appropriate action for the symptoms.**

#### 1. Check Harness Multi

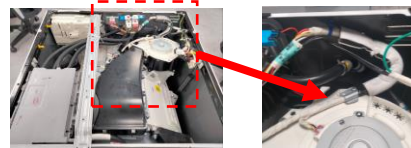
1) Check if the connection are loosen or not.  
(If it is loosen, reinsert connections again)



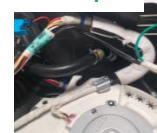
Connect the test leads across fan motor terminal.  
(Corresponding wire color: yellow, black, and white)  
→ Beeps if a continuity is detected.  
If the circuit is open, the DMM will not beep.



3) Check if the harness multi are cut and folded



#### OK sample



Wire is not folded and cutting

(If harness multi are cut, scratched, or folded, remove the tape and check inside)  
(If wire inside are cut or folded, replace the new harness multi)

#### NG sample

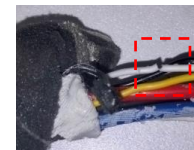
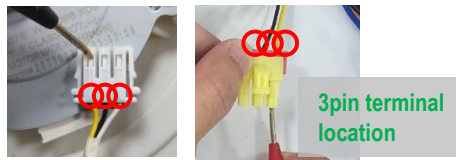


The tape is cut



Harness folded

2) Check Continuity of harness multi.  
(If it is open, replace with the new harness multi)



White wire cutting



Black wire folded

\* Guide to replace the harness multi



# Service Bulletin

Product : Washing machine F/L

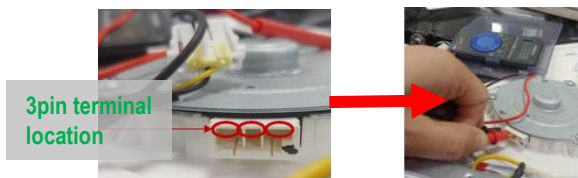
Bulletin # : DFZ202300108-02

Release Date : 2023.09.09

## 2. Check Duct Assembly

### 1) Fan motor

- Check if the resistance value of motor fan within the range of  $3.2\Omega \pm 5\%$  at  $25^{\circ}\text{C}$ . (If it is over spec, replace the fan motor)



- If not, Check if the impeller of fan motor get stuck by lint, or residue. (Cleaning the impeller and test again).



Fan get stuck by lint, and residue

\* Note: Replace fan motor, heater, thermostat, and thermistor with the corresponding part no in appendix (Not replace with whole duct assembly)

### 2) Heater and thermostat

- Check the continues of heater, and thermostat. (If it is open, replace with new heater and thermostat)



### 3) Thermistor

- 1) Check if value of thermistor is within the specification (If it is not, replace with new thermistor)
- 2) Check thermistor get stuck by lint, and residue. (If it get stuck, Clean and check again.)

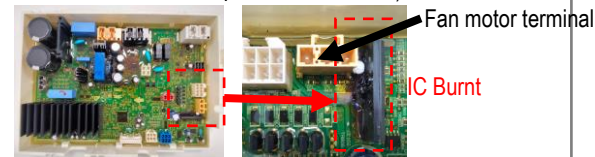


Thermistor get stuck by lint, and residue

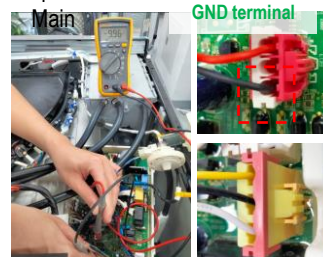
## 3. Check PCB Main

### 1) Check appearance of PCB Main

(If there are sign of overheating, or burnt near the fan motor terminal, replace with new one)



2) Check if the voltage of fan motor is with in the spec around 10V DC. If it is note, replace the PCB



a. Connect one lead terminal to ground (Ex: Black wire of TUB LED)

a. Then collect the rest lead terminal to the fan motor terminal

Part Interchangeable :

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.

# Dishwasher SVC Bulletins

# Service Bulletin

Product : Dishwasher  
 Bulletin # : CDZ202300003-01  
 Release Date : 2023.07.24

## [Quality\_Common] IE Error\_Check and Repair guide

Bulletin Type: SVC Notice  Parts  Others

Applicable only with symptoms  with every repair

Applicable for Serial Number : All

### Applicable for models

Common	DF*****/ DU*****/DU5*****/SKSDW*****/
LGEAP	XD3*****/XD4*****/XD5*****/
LGEME/LGEDF	XD6*****/XD7*****/XD8*****/XD9*****/

<b>Symptoms</b>	IE Error (Water inlet problem)	<b>Picture</b>	
<b>Cause</b>	Refer to repair instruction		

### Repair Instruction

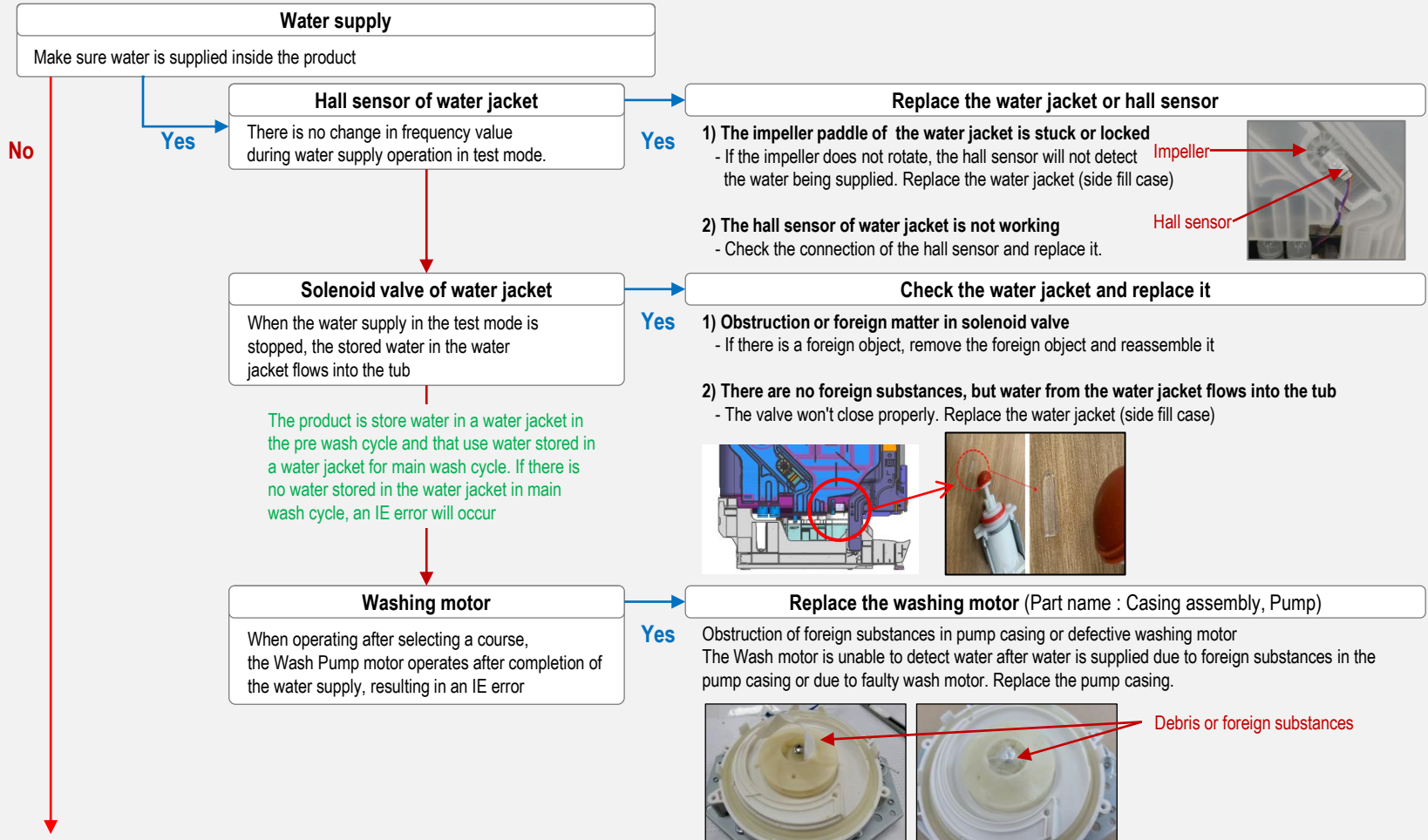
IE errors occur when water is not supplied to the product or when water is not detected

Error detecting period	Error sensing condition	Detailed action	Possible Cause	Solution
Water Supply Section	1. 30Hz of water supply frequency detection for more than 30seconds 2. If the water supply does not meet the set value within 10 minutes 3. The washing motor does not detect the water supplied normally	(Drain 30s + Pause) × 4times	<ul style="list-style-type: none"> <li>The water supply valve or tap is locked</li> <li>The water supply hose is kinked or frozen</li> <li>The water pressure is too high or too low</li> <li>The filter on the water supply hose is clogged</li> <li>The valve of water supply hose is not working</li> <li>The voltage is too low</li> <li>The connector of water supply hose is disconnected</li> <li>The impeller of water jacket is stuck</li> <li>The hall sensor of water jacket is not working</li> <li>The solenoid valve of water jacket is defective</li> <li>Incorrect detection of washing motor</li> <li>Main PCB is defective</li> </ul>	<ul style="list-style-type: none"> <li>Open the water supply valve or tap</li> <li>Adjust the water supply hose</li> <li>Check the water pressure (0.05~0.6Mpa)</li> <li>Cleaning the filter of water supply hose</li> <li>Replace the water supply hose</li> <li>Check the voltage (220V ± 10%)</li> <li>Connect the connector of water supply hos</li> <li>Replace the water jacket</li> <li>Replace the hall sensor</li> <li>Replace the solenoid valve or water jacket</li> <li>Replace the washing motor</li> <li>Replace the main PCB</li> </ul>

# Service Bulletin

\* Refer to the SVC manual of each product for the test mode

## Trouble shooting guide





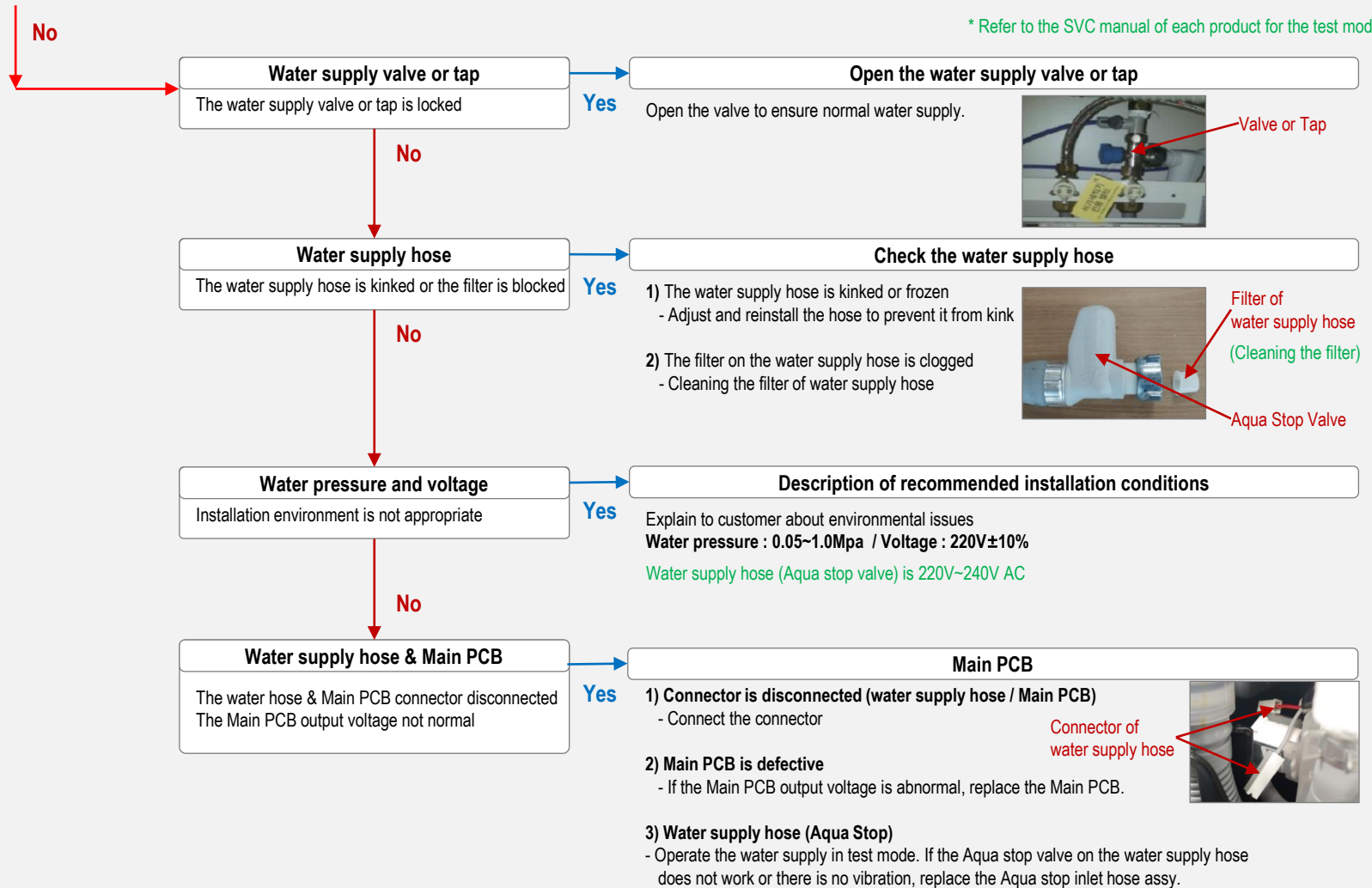
# Service Bulletin

Product : Dishwasher

Bulletin # : CDZ202300007-01

Release Date : 2023.07.17

\* Refer to the SVC manual of each product for the test mode



# Service Bulletin

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

SVC Location	Description	Model Name (Factory model name)	P/No		Visual (Version)	
			Current	New	Current	New

Part Interchangeable : no

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 intended for experienced technicians, not **for customers**.
- The information is subject to change or update without notice.

# Cooking(Gas Oven) SVC Bulletins

# Service Bulletin

Product : LGEMN Oven  
 Bulletin # : CVZ202300030-01  
 Release Date : 2023.09.18

## Transformer Assembly, Power & Cable Assembly Replacement

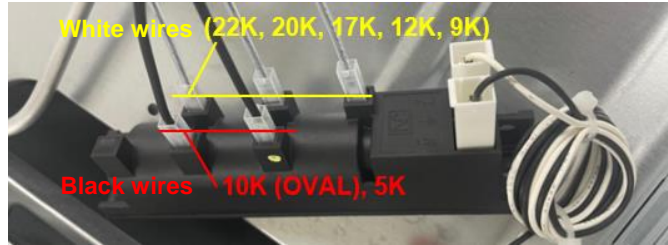
Bulletin Type : Quality  Parts  Others

Applicable only with symptoms  with every repair

Applicable for Serial Number : ~205MMMNxxxxxxx

### Applicable for models :

LRGL5821\*/LRGL5823\*/LRGL5825\*/LRGL5845\*/LRGL5847\*/LSGL5830\*/LSGL5831\*/LSGL5833\*/LSGL583CF

<b>Symptoms</b>	- Top burner not ignite	<b>Picture</b>	
<b>Cause</b>	- Not enough Spark energy		

### Repair Instruction

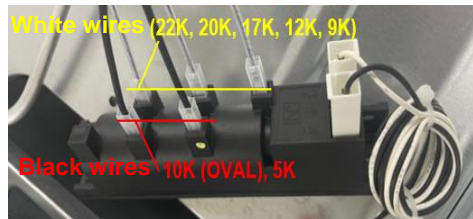
Need to replace Transformer Assembly, Power, Cable Assembly please service as follows

First, confirm the one end of black wire is connected to each spark plug of 5k, 10k(Oval) burners

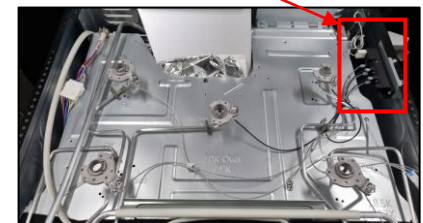
Connect the other end of **black wire to the lower side (2 – port side)** of the trans, there is no need to distinguish between the 2 ports

Second, **three natural(white) wires** would be connected to the rest **3 ports(upper side)**

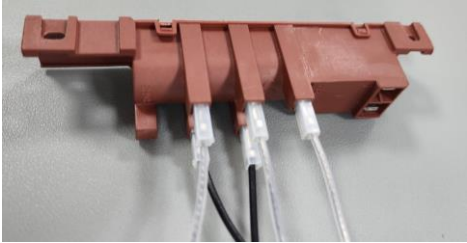
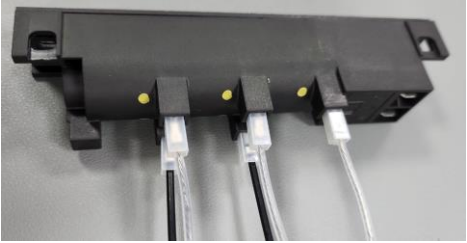
Confirm these 3 natural wires connected to the rest three burners among 22k, 20k, 17k, 12k and 9k



Transformer Assembly, Power



**Current and New (Visual / Part Number & Name etc)**

SVC Location	Description	P/No.		Visual	
		Before	After	Before	After
2058	Transformer Assembly, Power,	EBJ62730001	<b>EBJ64465501</b>		
3983	Cable Assembly	EAD65826501	<b>EAD65965002</b>		
3981		EAD65826501	<b>EAD65965005</b>		
3982		EAD65826502	<b>EAD65965006</b>		
				<p>If you use new part for current product, need to change Transformer Assembly, Power and Cable Assembly same time</p>	

**Part Interchangeable :**

	Current Part	New Part
Current Product	Yes	Yes (Need to change Transformer Assembly, Power and Cable Assembly same time)
New Product	No	Yes

**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 "LG GSFS+" with a valid ID.
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# TV SVC Bulletins

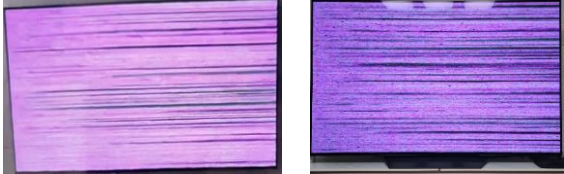
## [WebOS22 K8Hp & WebOS23 K8Hp+] OLED B2 / B3 model Video Broken (Pink Noise) and Loud Sound Issue

Bulletin Type: SVC Notice  Parts  Others  Applicable only with symptoms  with every repair

Applicable for Serial Number: 2022.01 ~ 2023.09 Global Production TV set (S/N : 201\*\*\*\*\* ~ 309\*\*\*\*\*)

### Applicable for models

- OLED 55/65/77 B2
- OLED 55/65/77 B3

<b>Symptoms</b>	Video broken (pink noise) and Loud Sound Issue ※ A loud noise with a fast periodicity	<b>Picture</b>	
<b>Cause</b>	Video/Sound defect due to MAIN SoC (K8Hp/K8Hp+) defect		[Defective Symptoms – Video Broken(Pink Noise) ]

### 1. Repair Instruction:

- 1) Check the target model name and production number.
    - a. Model name: OLED\*\*B2, OLED\*\*B3.
    - b. Production number: January 2022 to September 2023, S/N: 201\*\*\*\*\* to 309\*\*\*\*\*).
  - 2) Defective symptoms:
    - a. "ON BY CPU\_ABNORMAL", "OFF BY NO POLLING" occurs in Power Off History.
    - b. Image break (pink noise), Loud sound, Automatic power off/on.
  - 3) Replace the MAIN Board when the following two symptom occurs at the same time.
- ※ The MAIN Board for replacement is same as the original part number.
- Do Not Reuse the replaced MAIN Board, this is prohibited, (Please dispose of it).



# Service Bulletin

Product: OLED TV  
Bulletin #: GLZ202300039-01  
Release Date: 09/06/2023

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

After checking the MAIN Board part number for each model, replace it with SVC main Board.

※ The MAIN Board for replacement is same as the original part number.

(There is no part number change)

### Part Interchangeable:

	Current Part	New Part
Current Product	○	○
New Product	○	○

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://gsfplus-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.

# Service Bulletin


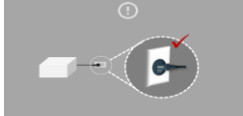
Product: OLED TV  
 Bulletin #: GLZ202300028-01  
 Release Date: 06/23/2023

## OLED77M3/83M3/97M3 No video issue / Keep display guide image issue Service Action

Bulletin Type: SVC Notice  Parts  Others  Applicable only with symptoms  with every repair

Applicable for Serial Number: MFD 2023.06

Applicable for models: OLED77M3/83M3/97M3

<b>Symptom 1</b>	No video or image on TV screen.	<b>Picture</b>	
<b>Cause</b>	The customer may not see video, as the TV display is under OLED pixel compensation process.		
<b>Symptom 2</b>	The TV screen doesn't automatically power off even when the Box power is unplugged.	<b>Picture</b>	
<b>Cause</b>	SW behavior malfunction of TV display internal Micom.		

### 1. Symptoms

Category	Case1	Case2
<b>Symptom</b>	No video or image on TV screen	<b>Keep display guide image issue</b>
<b>Reproduce procedure</b>	① Power off by magic remote and disconnect Box power ② Plug Box power cord and power on (TV is under pixel refresher process) ③ There's no video or image on TV screen (TV is still under pixel refresher process and the process is not done)	① Let Box unplugged and wait more than 5 minutes ② TV display would turn off after a moment ③ TV on by remote controller ( <u>the Box is still unplugged</u> ) ④ The TV screen keep display guide image (TV display should turn off after 5 minutes)
<b>Quick Fix</b>	Unplug and plug TV display power cord	Plug Zero connect Box power cord and TV on by remote controller
<b>Primary Solution</b>	Perform Micom FW update by using USB update file (Follow symptoms occur at specific version of Micom (same or less than V2.12.0))	



### 2. Repair Guide

- Perform Micom FW update by using USB update file (Micom FW is not supported by network update)
- Update File: o22n-global-mdisplay-micom\_v2130\_usb\_v3\_SECURED.epk
- Copy attached update file the folder named "LG\_DTV" under USB memory root folder and plug it to Box.

See attached zip file

# Service Bulletin

Product: OLED TV  
Bulletin #: GLZ202300028-01  
Release Date: 06/23/2023

4. After service SW version check the following;  
- Micom version (second section): check V2.13.0 .



Part Interchangeable :

	Current Part	New Part
Current Product	-	-
New Product	-	-

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.

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