

Symptom

70" TV can't show normally after OC replacement due to new open cell - verify & change the panel ID.

Cure

Affected Countries: EU

Affected Chassis: TPN20.6E LA

Affected CTNs:

Model name	Design variant (FZx)	Chassis	Panel 12NC	Panel 18AC	Description
70PUS7855/12	FZ3	TPM20.6E LA	996592006786	750TBV700CD1F8N000	LVE7000PV3DPCD9H0X

Info: Panda Open CELL CC700PV3D01 and T-CON were EOL, and switch to new one CHOT CELL CV700U2-T01. The new panel needs to change the panel ID to solve the problem TV can't display normally.

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

Impact range: Please refer to the **Affected CTNs** table.

Prod. Cut-In Date: NA

Solution:

Call Centers: NA

Home Repair: Please refer to Workshops contents.

Workshops:

- 1 Change the panel ID
 - 1.1 Entering the factory menu "Menu +1999 + back"
 - 1.2 Changing the panel ID to 147
 - 1.3 AC off/ on
- 2 Update the Panel ID on the back cover label

TPN20.6E



Remark:

1. Chassis which support set option code programming (TPN20.6E): Please note that in case the set option code was entered (e.g. after SSB replacement) the panel ID is reset to original value -> double picture. Please change the panel ID again in the factory menu to the new value.
2. NVM update: After updating the NVM (e.g. after SSB replacement) the panel ID is reset to original value -> double picture. Please change the panel ID again in the factory menu to the new value.
3. SSB replacement: If new (pre-programmed) SSB is ordered, then it is pre-programmed with the original panel ID -> double picture. Please change the panel ID again in the factory menu to the new value.
4. Spare parts: The new panels 12NC and 18AC are not the same as the old ones. The new panel has a reminder label on the metal cover on the back (change the panel ID to 147).



Change History

Version	Date	Change History	Author
1.0	2021/3/10	Initial release	PengHui Li