

SERVICE BULLETIN: 02001-2

Date 01/30/02

Mandatory:

Must also Perform Bulletin 02002-3
For Dolby Digital Audio Drop Out.

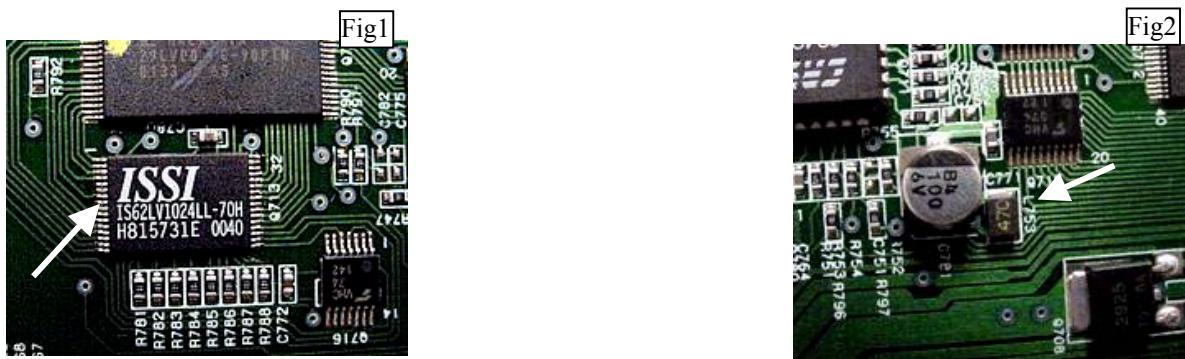
Models:	TX-DS797 / TX-DS898
Symptom:	Static like Noise (tic, tic,) occurs when in surround mode with a limited possibility of Surround Back not functioning.
Cause:	Power Supply VCC for Q713 may be too high.
Solution:	Reduce VCC or Replace Q713. Must Perform Bulletin 02002-2 For <u>Dolby Digital Audio Drop Out</u> as well.

Procedure:

In some units Q713 IC, brand **ISSI**, IS62LV1024LL-70H was used [Fig1], where as in some NEC MPD441000LGU-B70X may be found. For those units using the **ISSI** SRAM and having the above aforementioned problem, you will need to replace the IC Q713 with PN#22241793R3 having NEC MPD441000LGU-B70X or Mitsubishi M5MV108DKV-70H brand label. If above part is to be replaced L753 need not be replaced. See Note.

NOTE:

For units having not developed such problem and has the **ISSI** IC in place, it is highly recommended that L753 [Fig2] be changed to 33Ω (PN#433223304R1) chip resistors and need not replace IC.



*** After service, please reset the unit following reset procedure. From a power ON state, press and hold Video-1 button and then press Stand-By switch. Unit will clear and shut down.

Units not affected by above changes are:

TX-DS797MDD	SN#2210029801~
TX-DS898MDD	SN#2210022501~



SERVICE BULLETIN: 02002-3

Date 02/20/03

Mandatory

Models: TX-DS595, TX-DS696, TX-DS797, TX-DS898

Symptom: Audio Dropout when processing Dolby Digital signal input. For Example: Jurassic Park 3 and Pearl Harbor movie titles may play back intermittent in Dolby Digital Mode but OK in DTS mode. In some cases a consumer may claim to have problem processing Dolby Digital from SAT Dish receiver (Direct TV).

Cause: Software Hardware (material) incompatible.

Solution: Replace parts as per list below.

*** Please check if Service Bulletin 02001-2 is applicable or not.

Model	Location	Old Part Number	New Part Number	Note:
TX-DS595	Q7701	22241572R3	22241572R3	IC label 595...
TX-DS696	Q7701	22241570R3	22241570R3	IC label 696...
TX-DS797	Q702	22241458R3	22241458R3	IC Label 898...
TX-DS898	Q702	22241458R3	22241458R3	IC Label 898...

*** In all above models the affected serial numbers are those manufactured prior to 2002. The second digit from left identifies the production year. If the second digit from left is < 2 , then it needs modification. All having second digit ≥ 2 need not be modified as the issue has been addressed at the production stage.