

|               |                      |                         |                |
|---------------|----------------------|-------------------------|----------------|
| Title         | 41C Error on Display |                         |                |
| Create Date   | 4/4/2018             | Service Bulletin Number | ASC20180404001 |
| Revision Date |                      | Model                   | RF265B         |
| Symptom       | 41C Error            |                         |                |

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## Issue

Error code 41 on the display

## Cause

Signal interference between LCD panel and main PCB

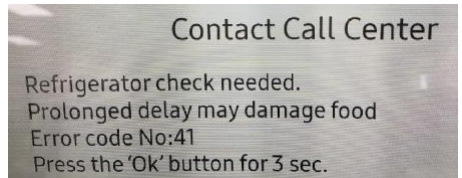
## Repair Method

1. Check the harness alignment inside the PCB box

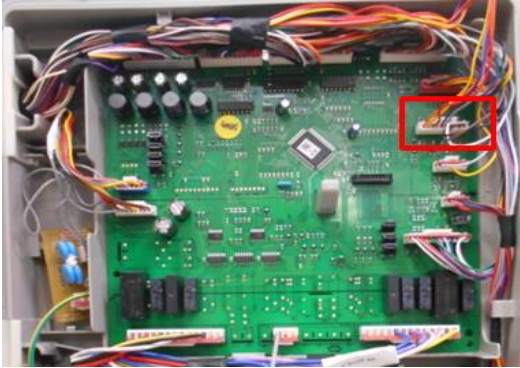
**Repair Needed** – Wires are overlapping electrical components. This creates signal interference.



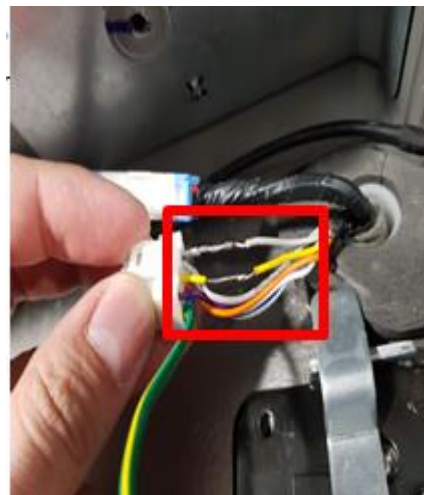
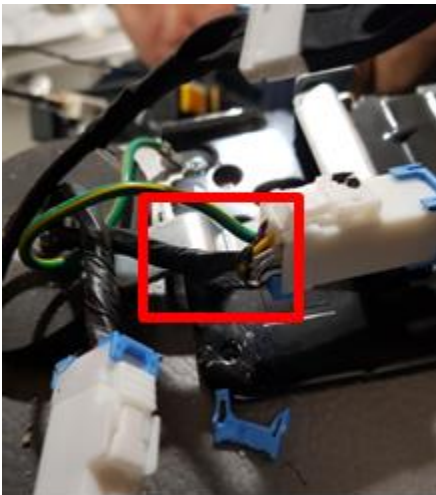
**No Repair Needed** - Wires are neatly placed and routed away from board components.



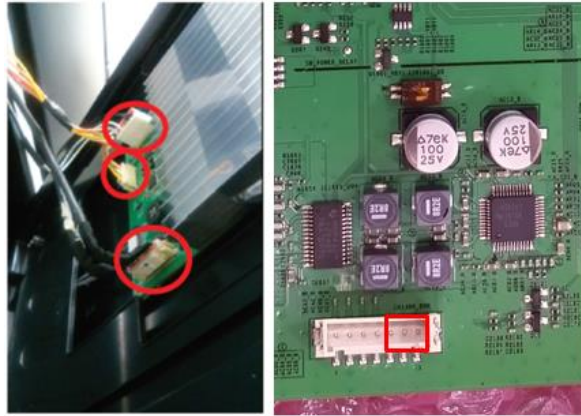
2. Check if the CN50 connector is properly inserted. CN50 connects the TX/RX cables to the FH Display. There should be no bent or broken pins. The contacts should be clean and there should be no damage to the wiring.



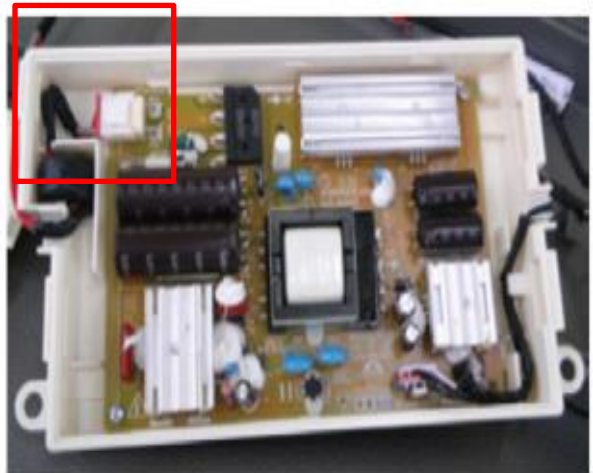
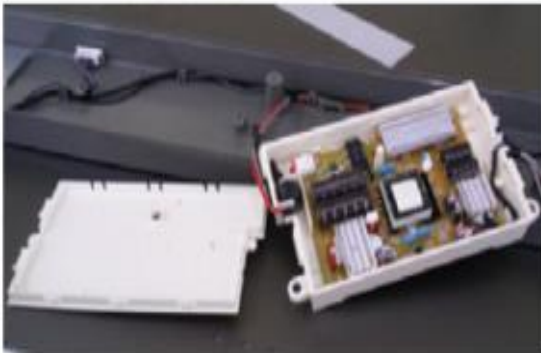
3. Check if the hinge wire connection inside the top table has any damage at the harness. If you find damage, ask the customer if the doors were removed during delivery and installation. Contact Samsung Technical Support for guidance and to document the physical damage.



4. Check if the CN1300 connector at the LCD module PCB is properly inserted. There should be no bent or broken pins. The contacts should be clean and there should be no damage to the wiring.



5. Check if the ferrite core of the AC input wire is connected to the 60W SMPS Board, located under the Top Table assembly.
  - 1) Check how many times the AC wire was wound into the ferrite core. 4 turns is OK.
  - 2) Check if the ferrite core is damaged. Physically inspect the core by squeezing it to determine if there are any breaks or cracks.
  - 3) If the core is damaged, order and then replace the top table assembly which includes the SMPS module.



6. Check if the unit has been updated to the latest software version.

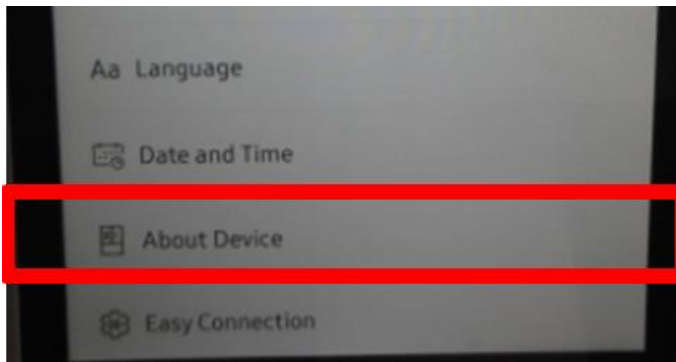
**The current version is MP 20180403..**

## How to check the software version

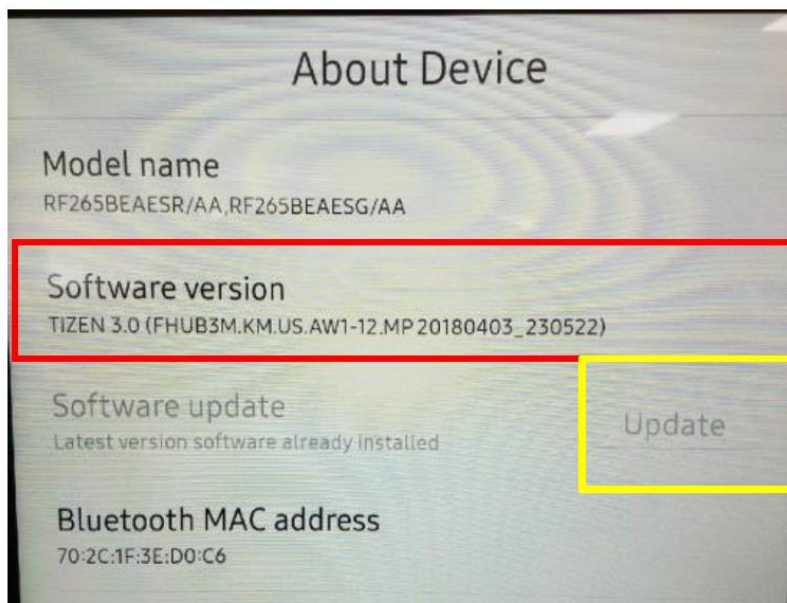
- 1) Click the Settings icon to enter the 'Settings' menu.



- 2) Enter the 'About Device' menu.



- 3) Check Software version and update it if needed.
- 4) If the unit has not been updated to the latest version, the 'Update' button will be activated. If the unit has been updated, UPDATE will be greyed out.



7. Check if the unit serial number is before April of 2018 (Starting in April, 2018, all production units have the latest software version.)

How to check the production month and year by serial number

| Digit | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|-------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| (Ex)  | 0 | A | S | V | 5 | B | A | J | 2 | 1  | 2  | 3  | 4  | 5  | A  |

| CODE | YEAR |
|------|------|
| D    | 2013 |
| F    | 2014 |
| G    | 2015 |
| H    | 2016 |
| J    | 2017 |
| K    | 2018 |

| CODE | MONTH |
|------|-------|
| 1    | Jan   |
| 2    | Feb   |
| 3    | Mar   |
| 4    | Apr   |
| 5    | May   |
| 6    | Jun   |
| 7    | Jul   |
| 8    | Aug   |
| 9    | Sep   |
| A    | Oct   |
| B    | Nov   |
| C    | Dec   |