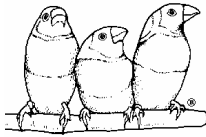


ViewSonic® Europe Limited

ViewSonic House, Fleming Way, Crawley RH10 2GA United Kingdom
• tel. : +44(0) 1293 643900 • Fax. : +44 (0) 1293 643940



Technical Bulletin

TB_ VSE_CP025

To : Service Managers

Date: 24 January 2006

Copies : VSE Quality and Service Management
VSE Regional Service Managers
VSE Regional Technical Support Engineer

Subject : N3260W/ N3760/ N4060W -1E Audio crackle

Copy locally to : Help Desks

Priority : High

ViewSonic Models : N3260W/ N3760/ N4060W -1E

Situation :

Where the fault reported on one of the above models is audio crackle, buzz or similar, the root cause is likely to be the tolerance of crystal loading capacitors C633 and C634 .

Corrective action is to remove the main board (p/n 7TL3241RF110 for N3260W and 7TL3741RF110 for N3760W and N4060W), remove and change the two surface mount capacitors from 5pF to 22pF. This will require SMD rework capability for very small chip components by the ASP.

Order two capacitors type CAP-C1-Nxx60W from vs-sparesorders@viewsoniceurope.com
See attached photos for capacitor location information on the main board.

A possible alternative method , where reworked boards are available, is to exchange the board in the LCDTV and arrange to have the original board reworked.

Refer to the Service Manual (available on the tec.viewsoniceurope.info site) for disassembly instructions.


Reassemble and test TV tuner operation and basic control functions before clean and reboxing.

REMEDY CLASSIFICATION

- ☒ Modify all return goods not already modified.
- ☒ Modify on customer complaint.
- ☐ Information for reference

- ends -

ViewSonic House, Fleming Way, Crawley RH10 2GA United Kingdom
• tel. : +44(0) 1293 643900 • Fax. :+44 (0) 1293 643940



Mainboard back side

C633/634 location

The image shows the back side of a green printed circuit board (PCB) densely populated with electronic components. A red dashed circle highlights a specific integrated circuit (IC) in the upper-middle section of the board. A red arrow points from a text box labeled 'C633/634 location' to this circled component. The board features various other components, including capacitors, resistors, and larger ICs, with numerous solder joints and traces visible.

Zoom in view2

C633/634 location
5p change 22p

C633/634 location
5p change 22p