

CONFIDENTIAL

CSI-111

Sony Service Company
National Technical Services
A Division of Sony Electronics Inc.
Park Ridge, New Jersey 07656

Service Bulletin Computer Monitors

Model: GDM-17SE1, GDM-20SE1

No. 125

Subject: No Picture due to loss of CRT Heater Voltage

Date: July 3, 1996

Symptom:

(**)

If the screen is dark, this may be due to loss of CRT heater voltage caused by IC604 failure on the G Board. Effected units have IC604 marking shown in the illustration below. Units with IC604 corrected have green labels affixed to the G Board shield case and to the information label on the rear panel.

Solution:

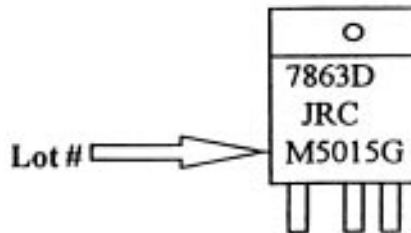
Then, please perform the following procedure on the G Board.

Note: The part listed below is needed to complete this procedure.

REF	DESCRIPTION	PART NUMBER
IC604	IC NJM7863FD	8-759-164-53

1. Check the Lot No. on IC 604. See illustration below.

IC604 MARKINGS



2. If the Lot No. of IC604 is "**M5015G**", then replace IC604 with the new component.
3. If IC604 was replaced, then mark the unit by affixing a small (6-10 mm) green label to the G Board shield case. Also, affix a small (6-10 mm) green label to the information label on the rear panel of the unit.

The correction procedure is completed.

