

**SERVICE BULLETIN**



No. : 01VL20090662

Date. : 2009-08-20

Model	Factory Model	Factory Suffix	Factory Subsidiary	Sales Model	Sales Suffix	Sales Model	Customer Model	Factory Model	Factory Suffix	Factory Subsidiary	Sales Model	Sales Suffix	Customer Model
	EKHQ	19LH20-UA	SUSRLBK				19LH20	ENMX	19LH20-UA	AUSRLBM	ENAI	19LH20	AUS 19LH20
	ENMX	19LH20-UA	AUSRLTM	ENAI	19LH20	AUS	19LH20	ENRS	19LU55-UB	AUSRLBR	ENAI	19LU55	AUS 19LU55-UB
	EKHQ	22LH20-UA	SUSRLBK				22LH20	ENMX	22LH20-UA	AUSRLBM	ENAI	22LH20	AUS 22LH20
	ENMX	22LH20-UA	AUSRLTM	ENAI	22LH20	AUS	22LH20	ENRS	22LH200C-UA	AUSRLBR	ENAI	22LH200C	AUS 22LH200C-UA
	ENRS	22LU55-UB	AUSRLBR	ENAI	22LU55	AUS	22LU55-UB	EKHQ	26LH20-UA	SUSVLJK			26LH20
	ENMX	26LH20-UA	AUSDLVM	ENAI	26LH20	AUS	26LH20	ENMX	26LH20-UA	AUSVLJM	ENAI	26LH20	AUS 26LH20
	ENMX	26LH20-UA	AUSVLVM	ENAI	26LH20	AUS	26LH20	ENMX	26LH20-UA	BUSDLJM	ENAI	26LH20	AUS 26LH20-UA
	ENMX	26LH20-UA	BUSVLJM	ENAI	26LH20	AUS	26LH20	ENMX	32LF11-UA	AUSULJM	ENAI	32LF11	AUS 32LF11
	ENMX	32LH20-UA	AUSDLVM	ENAI	32LH20	AUS	32LH20	ENMX	32LH20-UA	AUSMLJM	ENAI	32LH20	AUS 32LH20
	ENMX	32LH20-UA	AUSMLVM	ENAI	32LH20	AUS	32LH20	ENMX	32LH20-UA	AUSVLJM	ENAI	32LH20	AUS 32LH20
	ENMX	32LH20-UA	AUSVLVM	ENAI	32LH20	AUS	32LH20	ENMX	32LH20-UA	BUSDLJM	ENAI	32LH20	AUS 32LH20
	ENMX	32LH20-UA	BUSVLJM	ENAI	32LH20	AUS	32LH20	ENMX	32LH30-UA	AUSDLVM	ENAI	32LH30	AUS 32LH30
	ENMX	32LH30-UA	AUSVLJM	ENAI	32LH30	AUS	32LH30	ENMX	32LH30-UA	AUSVLVM	ENAI	32LH30	AUS 32LH30
	ENMX	32LH40-UA	AUSVLJM	ENAI	32LH40	AUS	32LH40	ENMX	32LH40-UA	AUSVLVM	ENAI	32LH40	AUS 32LH40
	ENRS	32LH40-UA	AUSVLHR	ENAI	32LH40	AUS	32LH40-UA	ENMX	37LF11-UA	AUSVLJM	ENAI	37LF11	AUS 37LF11
	ENRS	37LF11-UA	AUSVLJR	ENAI	37LF11	AUS	37LF11-UA	ENMX	37LH20-UA	AUSVLJM	ENAI	37LH20	AUS 37LH20-UA
	ENMX	37LH20-UA	BUSVLJM	ENAI	37LH20	AUS	37LH20	ENRS	37LH20-UA	AUSVLHR	ENAI	37LH20	AUS 37LH20-UA
	ENRS	37LH20-UA	AUSVLVR	ENAI	37LH20	AUS	37LH20-UA	ENMX	37LH30-UA	AUSVLJM	ENAI	37LH30	AUS 37LH30
	ENMX	37LH30-UA	AUSVLVM	ENAI	37LH30	AUS	37LH30	ENRS	37LH30-UA	AUSVLHR	ENAI	37LH30	AUS 37LH30-UA
	ENRS	37LH30-UA	AUSVLVR	ENAI	37LH30	AUS	37LH30-UA	ENMX	37LH40-UA	AUSVLJM	ENAI	37LH40	AUS 37LH40
	ENRS	37LH40-UA	AUSVLHR	ENAI	37LH40	AUS	37LH40-UA	ENMX	37LH55-UA	AUSVLJM	ENAI	37LH55	AUS 37LH55
	ENRS	37LH55-UA	AUSVLJR	ENAI	37LH55	AUS	37LH55-UA	ENRS	42LF11-UA	AUSDLJR	ENAI	42LF11	AUS 42LF11-UA
	ENRS	42LF11-UA	AUSVLJR	ENAI	42LF11	AUS	42LF11-UA	EKHQ	42LH20-UA	AUSVLH	ENAI	42LH20	AUS 42LH20
	ENRS	42LH20-UA	AUSDLHR	ENAI	42LH20	AUS	42LH20-UA	ENRS	42LH20-UA	AUSDLUR	ENAI	42LH20	AUS 42LH20-UA
	ENRS	42LH20-UA	AUSVLHR	ENAI	42LH20	AUS	42LH20-UA	ENRS	42LH20-UA	AUSVLJR	ENAI	42LH20	AUS 42LH20-UA
	ENRS	42LH20-UA	AUSVLUR	ENAI	42LH20	AUS	42LH20-UA	ENRS	42LH30-UA	AUSDLHR	ENAI	42LH30	AUS 42LH30-UA
	ENRS	42LH30-UA	AUSDLUR	ENAI	42LH30	AUS	42LH30-UA	ENRS	42LH30-UA	AUSVLHR	ENAI	42LH30	AUS 42LH30-UA
	ENRS	42LH30-UA	AUSVLJR	ENAI	42LH30	AUS	42LH30-UA	EKHQ	42LH40-UA	AUSVLH	ENAI	42LH40	AUS 42LH40
	ENRS	42LH40-UA	AUSVLHR	ENAI	42LH40	AUS	42LH40-UA	ENRS	42LH40-UA	AUSVLJR	ENAI	42LH40	AUS 42LH40-UA
	ENRS	42LH55-UA	AUSVLHR	ENAI	42LH55	AUS	42LH55-UA	ENRS	42LH55-UA	AUSVLJR	ENAI	42LH55	AUS 42LH55-UA
	ENRS	47LF11-UA	AUSVLJR	ENAI	47LF11	AUS	47LF11-UA	ENRS	47LH30-UA	AUSVLHR	ENAI	47LH30	AUS 47LH30-UA
	ENRS	47LH30-UA	AUSVLJR	ENAI	47LH30	AUS	47LH30-UA	ENRS	47LH30-UA	AUSVLUR	ENAI	47LH30	AUS 47LH30-UA
	ENRS	47LH40-UA	AUSVLHR	ENAI	47LH40	AUS	47LH40-UA	ENRS	47LH40-UA	AUSVLJR	ENAI	47LH40	AUS 47LH40-UA
	ENRS	47LH55-UA	AUSVLHR	ENAI	47LH55	AUS	47LH55-UA	ENRS	47LH55-UA	AUSVLJR	ENAI	47LH55	AUS 47LH55-UA
	ENRS	55LH40-UA	AUSVLJR	ENAI	55LH40	AUS	55LH40-UA	ENRS	55LH55-UA	AUSVLJR	ENAI	55LH55	AUS 55LH55-UA
<b>Buyer</b>	Buyer Name	Buyer Code	Buyer Name	Buyer Code	Buyer Name	Buyer Code							
	LGEUS	US000001	LGEAI	US000002									
<b>EFFECTIVE DATE</b>	<b>2009-08-19</b>				<b>EFFECTIVE FROM(SERIAL NO.)</b>				ALL				
<b>Subject</b>	<b>[S/W Update] Improve Lipsync problem (LH20/LH30/LH40/LH55)</b>												

**SUBJECT: [S/W Update] Improve Lipsync problem (LH20/LH30/LH40/LH55)**

No.	Loc No.	Before Change		After Change		Note	K-Code	Remark
		Part No	DESC./SPEC.	Part No	DESC./SPEC.			

**Reason for Change****(Symptom)**

Lip sync problem occurs when the following models are connected to a Set-Top-Box using HDMI cable.

**(Notice)**

1. This SVC bulletin includes the latest software download file. It can be applied for old issue as well.
2. You have to write the SVC bulletin number in the "Remark" or "description" cell after repair.
3. Please apply this solution only to TV that has the same symptoms.

**(Applicable Model No.) All models in the list below.**

**(Countermeasure)**

- 1) Please download the attached software file.
  - i) 22LH200C-UA  
Use the following file: LH200C-UA\_IC102\_V4.34.01\_flash.epk
  - ii) 32LH20-UA.AUSMLHX  
Use the following file: US\_IC102\_V4.32.01\_flash.epk
  - iii) 19/22/26/32/37/42LH20-UA, 19/22/26LU55-UB, 32/37/42/47LH30-UA, 32/37/42/47LF11-UA, 32CL20-UA, 47LF21-UA  
Use the following file: US\_IC102\_V4.31.01\_flash.epk
  - iv) 32/37/42/47/55LH40-UA, 37/42/47/55LH55-UA, 32/42/47CL40-UA, 32/37/42/47/55LH41-UE  
Use the following file: US\_IC102\_V4.30.01\_flash.epk

**(report & downloading guide)**

Please read the procedure (Pages 3 through 6)

LH200C-UA\_IC102\_V4.34.01\_flash.epk  
 US\_IC102\_V4.32.01\_flash.epk  
 US\_IC102\_V4.31.01\_flash.epk  
 US\_IC102\_V4.30.01\_flash.epk

\*\* FILE THIS SERVICE BULLETIN WITH YOUR SERVICE MANUAL

<b>RELATED MODELS</b>	i) 22LH200C-UA
	ii) 32LH20-UA.AUSMLHX
	iii) 19/22/26/32/37/42LH20-UA, 19/22/26LU55-UB, 32/37/42/47LH30UA, 32/37/42/47LF11-UA, 32CL20-UA, 47LF21-UA
	iv) 32/37/42/47/55LH40-UA, 37/42/47/55LH55-UA, 32/42/47CL40-UA, 32/37/42/47/55LH41-UE
	v) 32/37/42/47LH70-UC
	vi) 42/47/55LH90-UB
<b>Subject</b>	<b>Improve Lip Sync issue when using HDMI input from a <i>Set-Top-Box</i>.</b>
<b>Applicable Serial No.</b>	<b>All models</b>
<b>Symptom Details</b>	<i>Lip sync problem occurs when the above models are connected to a Set-Top-Box using HDMI cable.</i>

**Resolution:**

**1. Upgrade to new software.**

RELATED MODEL	UPGRADE TO NEW SOFTWARE VERSION (File Name)
i) 22LH200C-UA	LH200C-UA_IC102_V4.34.01_flash.epk
ii) 32LH20-UA.AUSMLHX	US_IC102_V4.32.01_flash.epk
iii) 19/22/26/32/37/42LH20-UA, 19/22/26LU55-UB, 32/37/42/47LH30-UA, 32/37/42/47LF11-UA, 32CL20-UA, 47LF21-UA	US_IC102_V4.31.01_flash.epk
iv) 32/37/42/47/55LH40-UA, 37/42/47/55LH55-UA, 32/42/47CL40-UA, 32/37/42/47/55LH41-UE	US_IC102_V4.30.01_flash.epk
v) 32/37/42/47LH70-UC	0.1.54.97_flash_V32101_LH70US.epk
vi) 42/47/55LH90-UB	0.1.54.97_flash_LED_V31301_LH90US.epk

**Resolution Continued: (After the Software has been updated).**

**2. Upgrade new EDID data through SVC Menu.**

**DETAILED INSTRUCTIONS:** Please refer to the following pages:

- Software downloading guide (page 4)
- Television Software upgrade procedure (page 5)
- EDID upgrade guide (page 6).

★ *First, you have to Download new software from the web.*

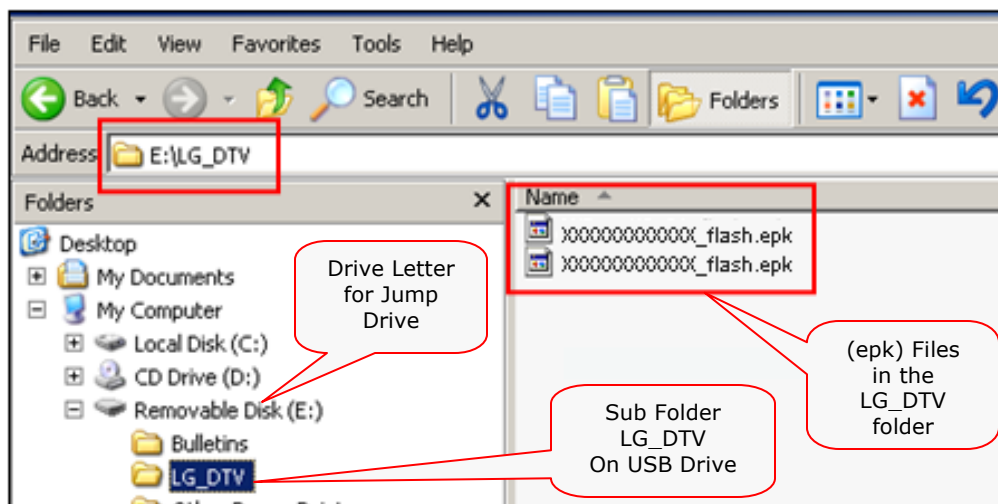
Download the (epk) files to your hard drive. (Remember the Location).  
Insert your Jump Drive (USB Memory) and create a sub folder on the  
Jump drive called LG\_DTV.

Unless otherwise specified, it is best to only put one file in the LG\_DTV folder at a  
time for the specific model being updated.

**COPY THE "EPK" FILES TO THE JUMP DRIVE (USB Memory).**

The specific file for the specific model must be in the "LG\_DTV" folder on the Jump D  
rive to perform the software upgrade.

Example: Your drive letter may vary.



**Note: If you wish to carry many different update files on the Jump Drive, keep them in a different folder and only place them into the LG\_DTV folder when needed.**

**Remove them from the folder after updates have been completed.**

**This is important especially if attempting the "Manual" software update. When performing the manual update, all epk files will appear in the list and may cause confusion. Loading the improper file can make the Main board inoperative.**

★ **First, the epk file must have already been downloaded from the web.**

**Software automatic upgrade by using USB Memory (Jump Drive with .epk file).**

1. Plug USB Memory (Jump drive) into the USB jack (rear or side depending on TV).
  - Automatic USB download works when the (epk) file version on the jump drive is higher than the version that is currently installed in the TV.
  - The (epk) file on the jump drive **Must** be in a Sub-Folder named “LG\_DTV” on the jump drive.
2. A Pop-Up window appears when the jump drive is inserted into the USB port on the rear or side of the television, (See Fig 1).
3. Move the cursor to “START” and press “SELECT” to begin the download process, (See Fig 2).
4. A Progress bar appears indicating that the download is in progress. (Do not remove AC during this time), (See Fig 3).
5. When the download is complete the TV will automatically restart.

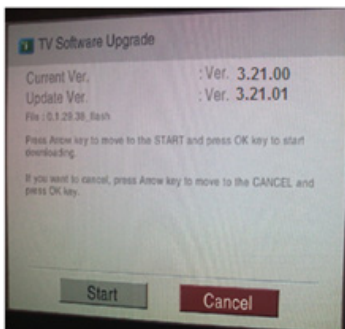


Fig 1

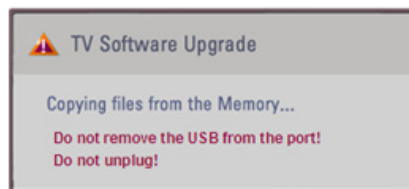


Fig 2

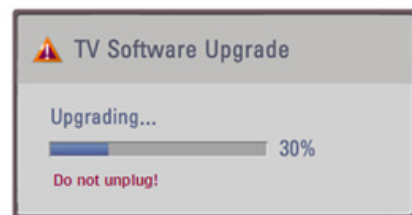


Fig 3

PROGRESS BAR

**(2<sup>nd</sup> Choice) Software Manual upgrade by USB Memory using the (.epk) file.**

- a) Plug USB Memory (Jump drive) into the USB jack (rear or side).
  - The (epk) file must be in a Sub-Folder named “LG\_DTV” on the jump drive.
- b) Bring up the Customer’s Menu. Highlight the “Option” selection. Press “FAV” button on the remote controller 7 times after. (See Fig 4)
- c) A Pop-Up window appears (See Fig 5). Select the appropriate file.
- d) Proceed at Step 3 above. (Same as Automatic Mode).



Fig 4 Your Menu may vary

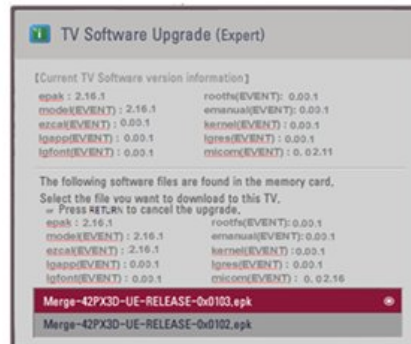


Fig 5

**Be very careful. Make sure you have selected the correct Upgrade File before pressing “SELECT”.**

★ Next, upgrade EDID data.

**Caution :** Before upgrading EDID data, remove all cables that are connected to TV set.

1. Press the **ADJ** key on the Service Remote to display **EZ ADJUST** Menu. (See Fig on the right)
2. Using the cursor down key, Highlight EDID D/L selection and press **"SELECT"** on the remote. (See Figure 6)
3. Using the Cursor keys, Highlight **"RESET"** and press **"SELECT"**. (See Figures 7 through 9)

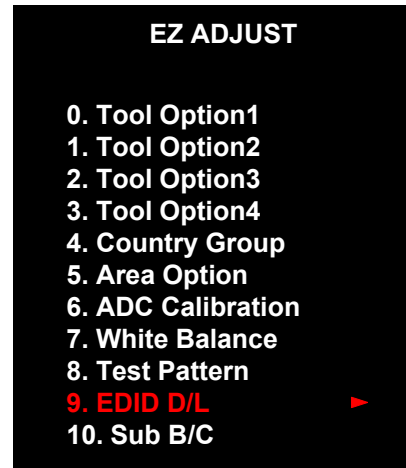


Fig 6

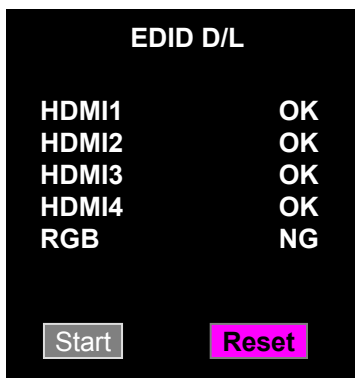


Fig 7

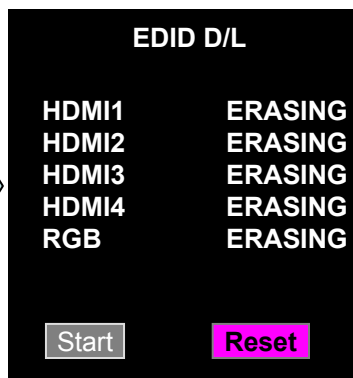


Fig 8

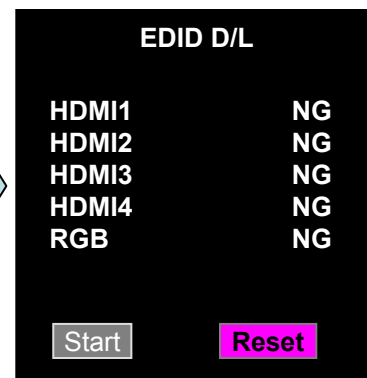


Fig 9

4. Highlight **"START"** and press **"Select"** to download and update EDID. (See Figure 10 through 11)



Fig 10

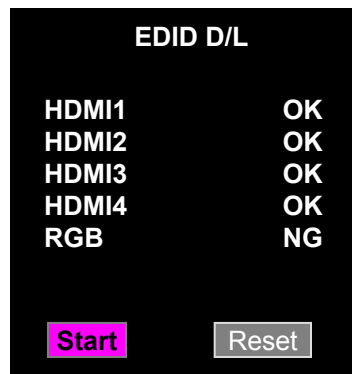


Fig 11