

SUBJECT:	Intermittently TV Does Not Turn On with Remote		
PRODUCT:	LED TV		
BULLETIN NUMBER:	ASC20230124001		
CREATE DATE:	01/24/2023	REVISION DATE:	
MODELS:	QN85QN95BAFXZA, QN75QN95BAFXZA, QN65QN95BAFXZA, QN55QN95BAFXZA, QN85QN95BDFXZA, QN75QN95BDFXZA, QN65QN95BDFXZA, QN55QN95BDFXZA		
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SYMPTOMS:

The TV does not turn On with remote control intermittently.

REPAIR:

Upgrade the One Connect Sub Micom to version 1426 or higher.

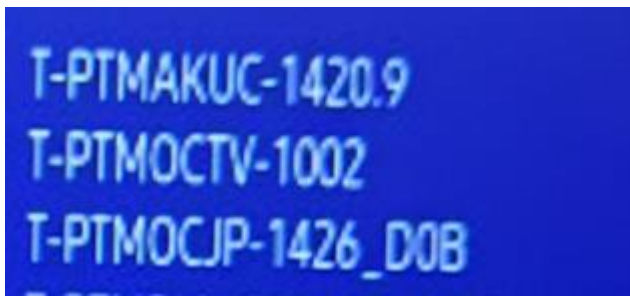
Instructions:

1. Upgrade the TV software to the latest version via OTN or from samsung.com (currently 1420.9).
2. Download the two .bin files attached to this bulletin (PTMMICOM_OCTV.bin and MICOM_OCJP.bin) and copy them to the root of a USB drive. Insert the USB drive in the One Connect Box.
3. Go to factory menu and upgrade the main board Sub Micom to version 1002 and then upgrade the One Connect Box Sub Micom to version 1426 using the bin files on the USB. See upgrade instructions below.
4. After both upgrades are done, verify that you have the following versions. You can see these versions in the first page of the factory menu or the About TV screen.

Main Software: 1420.9 or higher

Main Board Sub Micom: 1002

One Connect Sub Micom: 1426_D0B



Sub Micom Upgrade Instructions:

1. Enter Factory Menu and navigate to Option > SVC > Upgrade > **SUBMICOM UPGRADE** and press select on the remote control.
2. Press the Right arrow on the remote control to start the upgrade. TV will reboot when the upgrade is done.
3. Now repeat steps 1 & 2 but this time select **SUBMICOM JP USB UPGRADE**

Step 1



Step 2



NOTE: Consult the Samsung Service Website at <http://gspn3.samsungcsportal.com> for the Service Manual and other information on this product.