

## Excessive Multiple Parts Usage (TV)

Samsung's Product Support Team has identified parts that should not be replaced together during a repair. We refer to these parts combinations as Multiple Parts Usage (MPU)

The Product Support team has detected a very **high percentage** of replacing the combination of parts that are identified below.

Effective Immediately, prior to replacing these part combinations during any warranty repair; please advise your technicians to contact the Technical Support team at 800-849-2198 for approval prior to replacing the parts.

Parts Combinations in the same repair
Panel & Main Board
Panel & SMPS
Main Board & SMPS
Panel & Main Board & SMPS

If these parts combinations are used on a claim without the Tech Support approval an error will populate (PC220) indicating that the "Main parts and Sub parts cannot be claimed at the same time". This will cause a delay in your warranty payment.

**\*Note:** There are cases when an "Alternate" Panel may be used for a repair which requires the Main Board to be changed also as announced in a Service Bulletin. If the MPU is announced in a prior bulletin, the technician does NOT need to contact technical support. Attached Bulletin is an example of this. Bulletins are available in GSPN and STG.

Thank you in advance for your cooperation.

Sincerely,

Samsung Field Service