

display issue in easYgen-2000/1000, DTSC-200, and LS-5

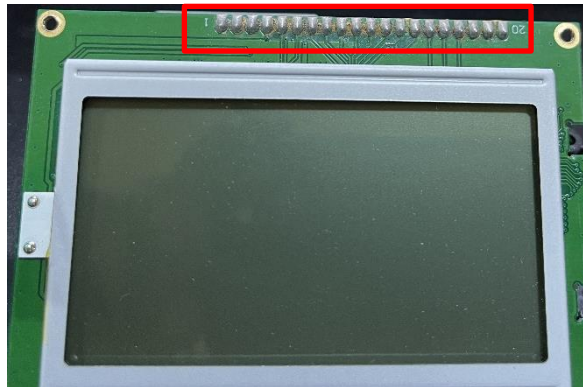
A small batch of above-mentioned control families may have LCD display performance issues such as blank screen, abnormal contrast, temporary flickering, etc. due to a non-standard soldering process. No other functions of controllers are impacted except HMI.

Description

Woodward recently identified a nonconformance on above mentioned compact control families as some customers reported a non-standard behavior of display. At first power-up, displays from a particular lot did not perform as expected. Some showed a non-readable screen, others a flickering screen and contrast setting issue in yet others.

Woodward reproduced the issue and started systemic traceback approach to isolate the root cause. The issue originated during soldering process. Between 25-Mar-24 and 15-Apr-24, a mix of standard and non-standard solder materials were used. The non-standard solder material required cleaning after soldering process that was escaped resulting in corrosion formation between display terminals. The controllers produced with non-standard soldering passed end of line test as the corrosion formation develops and deepens over time. In a few affected field units, after cleaning the corrosion displays return to normal operation.

An affected display with corrosion formation



Affected Units

In Appendix A below

Corrective Action

Field Correction: Field units need to return to production plant at Poland or repair test stand in India for display replacement. See Customer Action section below for additional information.

Permanent Corrective Action: Process control has been implemented to ensure only use standard solder material. Woodward plant stocks (in India and Poland) have been tested to isolate any affected devices.

Customer Action

Woodward recommends that affected units be updated.

Customers with affected units should select one of the following options:

- Return affected units to Woodward for update. These units are likely sitting in your stock. If choosing this option, please contact your Woodward Customer Service Representative for a return authorization number (RAN).
- If an affected unit is already in service showing no display issue. Likely, it is not impacted as a mix of solder material was used during the time window. However, as we know corrosion formation takes time and may show up at a later stage. In such cases, repair will be performed at no charge.
- If an affected unit is already in service, showing display issue and a product return is not feasible, please contact your Woodward customer service representative to discuss the availability of replacement/exchange unit(s).

Please use your discretion to apply one of the above customer actions and refer to this service bulletin number when requesting information or scheduling your return.

Service bulletin actions will be performed at no charge.

Appendix A

Woodward Part Number (Description)	Serial Number				
8440-2178 (LS-521-1/P1)	24001859	24001860	24001861	24020763	24020764
	24020765	24020820	24020821		
8440-2155 (DTSC-200-55B/K38)	23998034	24007484	23999565	23999479	24002012
	23998035	24007485	23999566	23999480	24002013
	23998036	24007486	23999567	23999481	24002014
	23998037	24007487	23999568	23999482	24002015
8440-2151 (LS-522-5/P1)	24020992	24021109	24020993	24021110	23997728
	24002011	23997729	24002010		
8440-2150 (LS-521-5/P1)	24020830	23998041	23999574	24002007	24020684
	24020831	23998042	23999575	24002008	24020685
	24020832	23998043	23999576	24002009	24020686
	24020833	23998044	23999577	24029070	24020687
	24029068	24029069	24002006	24029071	
8440-2080 (EASYGEN-2300-5/P1)	23999497	23999421	23999425	24021025	24045899
	24020644	23999422	23999426	24021026	24045903
	24020645	23999423	24045914	24021027	24045913
	24021028	23999424	24045916	23997712	24001819
	23989524	24021029	23989590	24045915	24001820
	23989526	24021030	24020709	23999495	24001821
	23997809	23997985	23999415	23999496	24001822
	23997810	23997986	23999416	23999498	24001823

	23997811	23997987	23999417	23999499	24001824
	23997812	23997988	23999418	23999500	24020715
	23997813	23997989	23999419	24020796	24020716
	23997814	23997990	23999420	24020638	24020717
	24001961	24007466	24007460	24020639	24020718
	24001962	24007467	24007461	24020640	24020719
	24001963	24007468	24007462	24020641	24020720
	24001964	24007469	24007463	24020642	24007592
	24001965	24007470	24007464	24020643	24007593
	24001966	24007471	24007465	24029032	24007594
	24020802	24028959	24029038	24029033	24007595
	24020803	24028960	24029039	24029034	24007596
	24020804	24028961	24029040	24029035	24007597
	24020805	24028962	24029041	24029036	
	24020806	24028963	24029042	24029037	
	24020807	24028964	24029043	24007598	
	24020797	24020710	24020646	24007599	
	24020798	24020711	24020647	24007600	
	24020799	24020712	24020648	24007601	
	24020800	24020713	24020649		
	24020801	24020714			
8440-2058 (EASYGEN-2300-5/P2)	24007488	24007490	24007492	24029077	24029079
	24007489	24007491	24029076	24029078	24029080
8440-1884 (EASYGEN-2500-5/P1)	24021021	24020689	24020705	23997931	24007574
	24021022	24020690	24020706	23997932	24007575
	24021019	24020691	24020707	24007625	24007576
	24021020	24020692	24020708	23997750	24007577
	24002022	24007624	24028955	24001879	23999544
	24002023	24007626	24028956	24001880	23999545
	24002024	24007627	24028957	24001881	23999546
	24002025	23997751	24028958	24001882	23999547
	23999473	23999474	23999475	23999476	
8440-1860 (EASYGEN-2500-1/P1)	23999471	23999472			
8440-1855 (EASYGEN-2200-5/P1)	23998038	23998039	24001856		
8440-1809 (EASYGEN-1500-55B)	24007670	24007676	24007671	24007673	24029072
	24007672	24007677	24029074	24007674	24029073
	24007675	24029075			
8440-1868 (DTSC-200-55B)	23997801	23997805	23999444	23999448	23999536
	23997802	23997806	23999445	23999449	23999537
	23997803	23997807	23999446	23999450	23999538
	23997804	23997808	23999447	23999451	23999539
	23999540	24001811	24001815	24029016	24029020
	23999541	24001812	24001816	24029017	24029021

23999542	24001813	24029030	24029018	24029022
23999543	24001814	24029031	24029019	24029023
23997978	23997982	23997977	24001810	24001945
23997979	23997983	24001807	24001817	24001946
23997980	23997984	24001808	24001818	24001947
23997981	24001948	24001809	24001944	24001953
24001949	24007446	24007455	24007459	24007452
24001950	24007447	24007456	24001954	24007453
24001951	24007448	24007457	24007444	24007454
24001952	24007449	24007458	24007445	24007660
24007450	24028985	24007664	24007668	24007661
24007451	24028986	24007665	24007669	24007662
24007658	24028987	24007666	24028983	24007663
24007659	24028988	24007667	24028984	24028992
24028989	24028993	24028997	24029026	24028996
24028990	24028994	24028998	24029027	24029025
24028991	24028995	24029024	24029028	24029029



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