

RTS-TB-001

6-Aug-2012

KP-12 CLD View Angle poor / degraded when viewed from above

Issue Severity:	Product(s) Affected:
<input type="checkbox"/> High: URGENT – Immediate Action Required <input checked="" type="checkbox"/> Medium: Bosch Security Systems, Inc. strongly recommends you take the action(s) described below. <input type="checkbox"/> Low: Advisory	<ul style="list-style-type: none"> • KP-12 CLD for Intercoms product line • ADHB-4 for Dispatch product line • Primarily impacts equipment assembled after August 2011 and prior to July 2012 when issue was corrected
Notification Applies To:	Access Restrictions:
<input checked="" type="checkbox"/> Technical Support (TSS) <input checked="" type="checkbox"/> Repair (ASA) <input checked="" type="checkbox"/> Sales (NSO / RSO)	<input type="checkbox"/> Internal Distribution <u>ONLY</u> <input checked="" type="checkbox"/> <u>No</u> Restrictions (Internal & External Distribution)

1.0 Issue

Returns of KP12 CLDs have been examined in which the color display appears aliased (negative-imaged) when viewed from more than 15 degrees above perpendicular. Panels have been seen which have one display correct & the other with the bad view angle. Panels have been observed with both displays having the bad view angle. When viewed from below, the 'bad' displays also appear a bit faded in comparison to the older, good displays.

Engineering has validated that this is not a design issue but a problem with the physical displays themselves which have been shipped from the supplier. Samples of the 'bad' displays were returned to the display vendor for failure analysis. The display supplier has admitted they have improperly applied the polarizing film to the latest delivery of displays and created this condition. The last delivery of KP12 CLD displays to the factory was in July 2011 and all 3000 pieces have this polarization flaw.

Note that the ADHB-4 product from Radio Dispatch uses this same display.

Depending upon the manner in which the keypad is mounted and viewed, this may or may not be a significant issue for a customer. For example, a customer may mount the keypad in a panel where the predominant view angle is from below and not notice this issue. A keypad mounted in a rack mount where the predominant view angle is from above will be significantly impacted by this issue.

2.0 Resolution / Corrective Actions

If a customer is impacted by this issue, the only course of corrective action is to have the KP12 CLD repaired with displays that have been corrected for the polarization error. As of August 1, 2012 manufacturing should have inventory of displays in which this polarization issue has been corrected. Customer units need to be provided to ASA for retrofit of the displays.

Activities & investigation associated with this issue are documented in CAR# 120461.



NOTICE!

Although there is no absolute date code of KP12 CLD assembly which can be used to identify whether a unit is subject to this issue, no units manufactured prior to August 2011 should have this problem. Similarly, no units manufactured after July 2012 should have this problem.
