



Customer Support Bulletin

Subject: Kortek LCD Monitors				CSB Number: 08-022	
Originator: Ms. Cathy Amato		Date: August 1, 2008		Category	
Approved: Mr. Spencer Peterson		Date: August 1, 2008		Level	
Released: Ms. Cathy Amato		Date: August 4, 2008		Regulatory	
Distribution: To all Konami Gaming, Inc. and all the jurisdictions noted below				Software	
				Hardware x	
				Mechanical	
Advisory x					
Applicable Jurisdiction	Model Number	Current Part Number	Platform	Action to be Taken	Required Replacement Date
Alberta	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Arizona	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Bahamas	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
British Columbia	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
California	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Connecticut	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Cruise Ships	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Florida	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Idaho	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Illinois	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>

Applicable Jurisdiction	Model Number	Current Part Number	Platform	Action to be Taken	Required Replacement Date
Indiana	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Iowa State	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Iowa Indians	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Kansas	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Louisiana Casino	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Louisiana Indians	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Manitoba	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Michigan	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Michigan Indians	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Minnesota	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Mississippi	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Mississippi Indians	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Missouri	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Nevada	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
New Jersey	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
New Mexico Indians	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
New Mexico Racetrack	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>

Applicable Jurisdiction	Model Number	Current Part Number	Platform	Action to be Taken	Required Replacement Date
New York Oneida	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
New York Seneca	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
North Carolina Raffle	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
North Dakota	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Oklahoma Indians	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Oklahoma Racetracks	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Ontario	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Oregon	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Pennsylvania	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Puerto Rico	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Quebec	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Rhode Island	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Saskatchewan	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
West Virginia	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>
Wisconsin	Kortek LCD Monitor	KT-LS190E4 and/or KT-LS190E4(T)	K2V	Contact Suzo-Happ <i>(See Information Below)</i>	As Needed <i>(See Information Below)</i>

Purpose of Notification: There may exist a condition in the Kortek LCD monitor, model numbers KT-LS190E4 or KT-LS190E4(T) where the screen will go blank in your Konami machine. This may be a result of a higher than normal temperature condition within the Kortek LCD monitor's electronics. To determine if you may be experiencing the condition outlined in this Customer Support Bulletin there are some specific indicators that must be met. Those conditions are:

- 1) The monitor must be model KT-LS190E4 or KT-LS190E4(T). *(Please refer to the label on the back of the LCD).*
- 2) The monitor has a serial number that falls between 061026401 and 070231789 for the KT-LS190E4 and between 061121501 and 070232600 for the KT-LS190E4(T).
- 3) The monitor when powered on when installed in the KONAMI machine has a blank screen and a green indicator being displayed on the OSD board.

If it has been determined that your monitor meets these conditions, your monitor has possibly had an overheated Inverter PCB. You should contact **Suzo-Happ** directly for further details at the following number **1-866-736-2374 ext. 7623**. Please be prepared to provide the KONAMI machine serial number along with the Kortek LCD model and serial number. We apologize for any inconvenience this may cause.