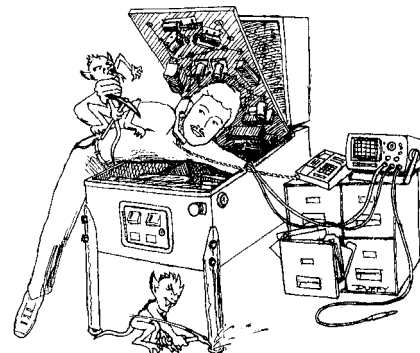




Service Bulletin

#171



Joe Blackwell Director, Parts Sales & Technical Support	Chas Siddiqi Technical Support Engineer	Patrick Powers Technical Support Engineer	Dorothy Brown Parts Sales Supervisor	J. Alfer Technical Support Documentation Administrator
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To: Parts & Service Managers

Date: July 25, 2007

Subj: Stewie Mini-Playfield Disabled

Symptom: When the game is in the "STEWIE PINBALL READY" mode (*completing P-I-N-B-A-L-L*), the player shoots the TV Hole as directed, however, instead of the Stewie Mini-Pinball turning on allowing the player to achieve their own score, the pinball is ejected back to the player; The game awards the player a score total of 1,000,000 (*1st occurrence, subsequent occurrences incremental by 250,000*).



Also, when entering the SERVICE MENU*, a TECHNICIAN ALERT is present and states "MINI PLAYFIELD AUTO-DISABLED DUE TO INACTIVITY."



Explanation: A game program feature called "Smart Miniplayfield Error Check" is meant to disable the Mini Playfield if the mini-pinball is determined to be stuck or missing (*Switch 55 Mini Trough OPTO is not activated*) and/or the other Mini-Playfield Target, Orbit and Ramp switches (*Switches 50 – 54 are malfunctioning (no switch closures detected while the Mini-Playfield is activated)*). The software sometimes determines all the switches as bad even though they are functioning properly.

Up through version 10.0, this game program feature has been running in the background. Version 11.0 or higher has made this adjustable in order to turn Feature Adjustment #26 to "ON" (YES) or "OFF" (NO).

Solution: Ensure the game has version 11.0 or higher installed. If the "Smart Mini-Playfield Error Check" Feature is still turning OFF your Mini Playfield, and AFTER you have determined in Switch and Coil Tests that Switches 50 – 55 and Coils 17, 18 & 21 are operating correctly, perform the following: Go to Feature Adjustment #26, SMART MINIPF ERROR CHECK, and change it from YES to NO.



Note if at any time in the future a "Factory Reset" is performed, you will have to change this adjustment back to NO.

Procedure: Review the inside cover of your Service Game Manual on how to update software utilizing your USB Memory Stick. Download via our Tech Support Page, click the hyperlinks [Game Code Library](#) then [Family Guy Pinball](#). Once rebooted, review your Service Game Manual (*Section 3, Chapter 4*) on how to change Feature Adjustment #26, if required.

continued next page.

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FYI: More On Stewie Mini-Playfield

```
FEATURE ADJUSTMENT #25
DISABLE MINI PLAYFIELD
NO
(INSTALLED/FACTORY DEFAULT)
```

Another option, if you have determined in Switch / Coil Tests that any of the Switches (50 – 55) and Coils (17, 18 & 21) are **NOT** operating correctly, perform the following: Go to Feature Adjustment #25, **DISABLE MINI PLAYFIELD**, and change it from **NO** to **YES**. After replacing the bad switch or coil, you can turn this Feature Adjustment back to **NO**.

*Note if at any time in the future a "Factory Reset" is performed, you will have to change this adjustment back to **YES**.*

Technician Alerts: Upon enter the **SERVICE MENU***, if an asterisk (*) is present (*next to the word 'MENU'*), press either of the **RED Buttons** to view the Tech Alerts.

```
V11.00    FAMILY GUY
          SYS. 1.23    HDW. 1
SERVICE MENU *
USE -/+ TO VIEW TECH. ALERTS
```

```
TECHNICIAN ALERT - (2/3)
MINI PINBALL
NOT INSTALLED
PRESS 'SELECT' FOR SWITCH TEST
```

The Mini-Playfield can be disabled if the mini-pinball is stuck or missing from the Mini-Playfield. Switch **55, Mini Trough OPTO**, must be closed by the mini-pinball prior to starting Stewie Pinball.

or

```
TECHNICIAN ALERT - (3/3)
MINI PLAYFIELD DISABLED BY
FEATURE ADJUSTMENT #25
NO MORE ALERTS
```

If your Mini-Playfield is waiting for servicing and you utilized Feature Adjustment #25, **DISABLE MINI PLAYFIELD**, this will also be noted in Technician Alerts Menu.

For Service Bulletins, Binary Code & other helpful information, visit our website www.sternpinball.com/techsupport.shtml and click the appropriate links.

• 2020 Janice Ave • Melrose Park, IL 60160 • Tel 708-345-7700 (Option 1) • Toll-Free (USA/Canada) 800-542-5377 • Fax 708-345-7889 •

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by eMail: parts.service@sternpinball.com

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756-6000-171

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