



SERVICE BULLETIN: 02002-3

Date 02/20/03

Mandatory

Models: TX-DS595, TX-DS696, TX-DS797, TX-DS898

Symptom: Audio Dropout when processing Dolby Digital signal input. For Example: Jurassic Park 3 and Pearl Harbor movie titles may play back intermittent in Dolby Digital Mode but OK in DTS mode. In some cases a consumer may claim to have problem processing Dolby Digital from SAT Dish receiver (Direct TV).

Cause: Software Hardware (material) incompatible.

Solution: Replace parts as per list below.

\*\*\* Please check if Service Bulletin 02001-2 is applicable or not.

Model	Location	Old Part Number	New Part Number	Note:
TX-DS595	Q7701	22241572R3	22241572R3	IC label 595...
TX-DS696	Q7701	22241570R3	22241570R3	IC label 696...
TX-DS797	Q702	22241458R3	22241458R3	IC Label 898...
TX-DS898	Q702	22241458R3	22241458R3	IC Label 898...

\*\*\* In all above models the affected serial numbers are those manufactured prior to 2002. The second digit from left identifies the production year. If the second digit from left is < 2, then it needs modification. All having second digit ≥ 2 need not be modified as the issue has been addressed at the production stage.