



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.