

NR_key_name: 3C5E24A992AC598F0525658000069AFF

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ComposedDate_Time: 8:12:09 PM

Subject: Sony--Update
THE CONTINUING SAGA OF DAVID LIFTON TO: Tom_Samoluk @ jfk-airb.govcc. pva1 @ vegas.mtm.net (bcc: Tom Samoluk/ARRB)From: DLifton @ compuserve.com @ INTERNET @ INTERLIANT Date: 12/31/97 04:45:54
PMSubject: Sony--UpdateTom:I've got some negative news.Today I decided to jump the gun and squeeze in a quick trip to Burbank (onthis last "half day" of the year) my intention being to beat the rush hourtraffic, retrieve a fully workable machine, and get moving to the next stepof the project.Upon arriving (and managing to get in the Express Line), I presented mypaperwork, a SONY rep called up my work # and told me, "Yes, your machineis ready. But not fixed. The parts are no longer available." (PNLA, theycall it).After a sharp exchange as to how in the world somebody down the line couldleave the totally incorrect message (or at least impression) on mytelephone answering machine, we got down to business. Can this machine berestored? The answer is: SONY only restores things "to spec"---meaningevery part has to be available, and most of the parts needed for my TC-800are now simply "PNLA". However, he explained, there are places that workwith "generics", and he gave me the card of one (Smith and Larsen, in VanNuys). Also, he very generously took the time to photocopy the key pagesof the service manual, showing an "exploded view" of the machine, and theofficial parts list; and also the technician's report---the actual workingnotes of the guy that opened my machine, and noted the approx. 8 itemsneeded.Then I went to Van Nuys and to Smith and Larsen and left the machine there,for an appraisal (which I'm promised by next week). Actually, the servicechief came out, and took a look, and seemed optimistic---as long as I don'twant "record" mode, which I told him wasn't necessary. Just play mode.Re his optimism: who knows. I've been burned once now, so maybe its bestto be cautious. Also, I'm curious as to how much \$ he would want. The SONYrep went over the parts list and some old pricing information and told methat if every part was available---with labor and all it would have run\$200, plus or minus.The SONY rep also gave me the names of places to:1) Rent2) Buy (possibly)Next week (or even Friday, Jan. 2) I'll start doing some phoning to findout just what is available, rental-wise; and for how much; and just howmuch it would cost to purchase a machine that would play back (we don'tneed record mode) at 1-7/8 ips and 3-3/4, the two speeds involved. I'malso going to discuss this by email and phone with Patrick, who I knowwants to move on to the next step here.I'm very sorry all this misunderstanding has occurred. First, back around8 weeks ago, I was (mis)-informed by SONY that while there would be aspecial surcharge, they could probably repair this machine (a TC 800);then, I brought it in (and got the skeptical looks I told you of in aprevious email); then came the incorrect and misleading phone messageleading me to send you the falsely optimistic email just the other day.Well, we're finally facing the reality: SONY cannot restore my machine, andsome machine---whether this

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