



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

Todd A. Stevenson  
Deputy Secretary and  
Freedom of Information Officer  
Office of the Secretary

Tel: 301-504-0785X1239  
Fax: 301-504-0127  
Email: [tstevenson@cpsc.gov](mailto:tstevenson@cpsc.gov)

February 17, 1999

Mr. Paul Gluckman  
New York Bureau Chief  
Television Digest  
276 Fifth Avenue, Suite 1111  
New York, NY 10001

Re: FOIA Request S810011: Philips Consumer Electronics Home Theater Audio Systems,  
Model MX920 / CPSC Compliance file RP980192

Dear Mr. Gluckman:

Thank you for your Freedom of Information Act (FOIA) request seeking information from the Commission. The records from the Commission files responsive to your request have been processed and copies of the releasable responsive records are enclosed. The enclosed records include file information generated by the Commission itself or its contractors for regulatory or enforcement purposes. These records are in file RP980192 and are identified as Laboratory Summaries and other memoranda, correspondence, notes and documents. The Commission has established management systems under which supervisors are responsible for reviewing the work of their employees or contractors. The file information materials are final and have been prepared and accepted by the Commission's staff under such review systems. The Commission believes that it has taken reasonable steps to assure the accuracy of the information.

You will note that in the documents disclosed information that could identify injured parties and persons treating them has been deleted, because section 25(c) of the Consumer Product Safety Act, 15 U.S.C. § 2074(c)(1), prohibits such disclosures without the consent of those individuals. In these cases the parties have denied consent or consent has not otherwise been obtained.

Processing this request, performing the file searches and preparing the information, cost the Commission \$80.00. In this instance, we have decided to waive all of the charges. Thank you for your interest in consumer product safety.

Sincerely,

  
Todd A. Stevenson

Enclosures



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

Todd A. Stevenson  
Deputy Secretary and  
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Tel: 301-504-0785X1239  
Fax: 301-504-0127  
Email: t Stevenson@cpsc.gov

February 17, 1999

Mr. Jeffrey W. Schomisch  
Editorial Director / Product Safety Letter  
Washington Business Information  
1117 North 19th Street, Suite 200  
Arlington, VA 22209

Re: FOIA Request S810059: Philips Consumer Electronics Home Theater Audio Systems,  
Model MX920 / CPSC Compliance file RP980192

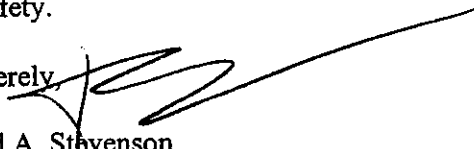
Dear Mr. Schomisch:

Thank you for your Freedom of Information Act (FOIA) request seeking information from the Commission. The records from the Commission files responsive to your request have been processed and copies of the releasable responsive records are enclosed. The enclosed records include file information generated by the Commission itself or its contractors for regulatory or enforcement purposes. These records are in file RP980192 and are identified as Laboratory Summaries and other memoranda, correspondence, notes and documents. The Commission has established management systems under which supervisors are responsible for reviewing the work of their employees or contractors. The file information materials are final and have been prepared and accepted by the Commission's staff under such review systems. The Commission believes that it has taken reasonable steps to assure the accuracy of the information.

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Sincerely,

  
Todd A. Stevenson

Enclosures

CONTENTS OF FILE  
CASE NO. ~~RP~~ RP980192

TAB

TELEPHONE LOG	PSA REQUEST FORMS
CASE LOG	PSA RESPONSE FORMS
COMPLIANCE OFFICER NOTES TO FILE	INDEPTH INVESTIGATIONS "IDI" REPORTS
INITIAL SEC. 15 REPORT FROM FIRM	SAMPLE COLLECTION REPORT
INTERIM SEC. 15 REPORT FROM FIRM	CLOSED MEETING MEMORANDUM
FULL SEC. 15 REPORT FROM FIRM	U.L. LISTING REPORTS
CORRESPONDENCE TO COMPLIANCE FROM FIRM	FIRM TESTING REPORTS/DATA
FULL REPORT (RP) LETTERS TO FIRM W/GREEN CARD	PROGRESS REVIEW REPORTS
CASE OPENING (CA) LETTERS TO FIRM W/GREEN CARD	MEMOS TO COMMISSION
OTHER CORRESPONDENCE FROM COMPLIANCE TO FIRM	CASE CLOSE FORM
PRELIMINARY DETERMINATION "PD" FORM	
ACCEPT CAP FORM "CAP"	
PRESS RELEASE	
VNR SCRIPT	

*WEL/PRYOR NOTIFIED 2/17/95*  
No Comments  
Comments attached  
Excisions/Revisions  
Firm has not requested  
further notice

Richard Stern  
COMPLIANCE OFFICE:  
Margaret Plank  
LEGAL DIVISION ATTORNEY  
Home Theater System  
PRODUCT

Philips Consumer Electronics Co.  
FIRM  
64 Perimeter Center East  
Atlanta, GA 31146-7300

Phillip Higgins  
CONTACT  
Same  
CONTACT ADDRESS  
CITY, STATE AND ZIP CODE  
770-821-3529  
TEL. NO./FAX NO.  
F-770-821-7266

*All Philips documents submitted  
as confidential*

MODE = MEMORY TRANSMISSION

START-OCT-20 15:45

END-OCT-20 15:47

FILE NO. = 057

STN NO.	CDM	ABBR NO.	STATION NAME/TEL. NO.	PAGES	DURATION
001	OK		917708212256	007/007	00:01:38"

-CPSC COMPLIANCE

-301 584 0359 - 301 584 0359-



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

OFFICE OF COMPLIANCE

RECALLS AND COMPLIANCE DIVISION

TEL: 301-504-0908

FAX: 301-504-0398

DATE: OCT 20 1998 PAGES TRANSMITTED 7 + cover

TO: Phillip Riggins

TITLE: \_\_\_\_\_

OFFICE: \_\_\_\_\_

FAX #: 770/821-2266

FROM: R Stern

REMARKS: \_\_\_\_\_

- Confirmation copy to follow by U.S. Mail
- Fax Transmission Only

NOTE: If all pages are not received, or if you have problems with this transmittal, please contact the person listed above.

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE, AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU.

2

MODE = MEMORY TRANSMISSION

START-SEP-30 12:08

END-SEP-30 12:09

FILE NO. = 084

STN NO.	COM	REBR NO.	STATION NAME/TEL.NO.	PAGES	DURATION
001	OK		917708212266	003/003	00:00'54"

-CPSC COMPLIANCE -

\*\*\*\*\* -301 504 0359 - \*\*\*\*\* 301 504 0359 -\*\*\*\*\*



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

OFFICE OF COMPLIANCE

DIVISION OF  
CORRECTIVE ACTIONS  
FAX: 301-504-0359

Tel: 301-504-0608

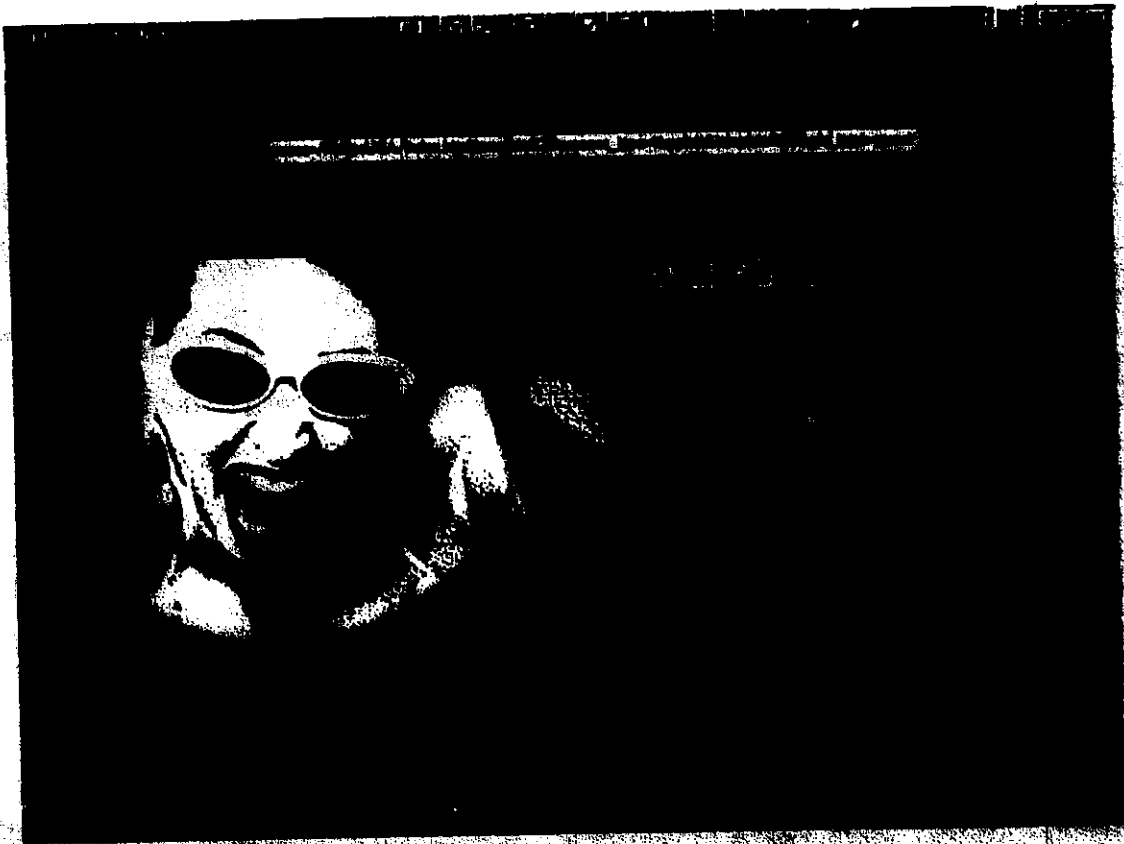
DATE: 9/30/98 PAGES TRANSMITTED 2 + cover  
 TO: Phillip Riggins  
 TITLE: \_\_\_\_\_  
 OFFICE: \_\_\_\_\_  
 FAX #: 770-821-2266

FROM: Richard L. Stern 301-504-0608 ext 1366

*This really is the Final Press Release -  
 Sorry about all the little confusions on my  
 part. I just got this one from my Public Affairs  
 office, and this one goes out tomorrow.*  
*Richard*

\*\*\*\*\*  
 MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, AND EXEMPT FROM DISCLOSURE UNDER  
 APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY  
 NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY  
 PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY  
 TELEPHONE, AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE.  
 THANK YOU.

3



4



# PHILIPS

## Philips Consumer Electronics Company

August 17, 1998

Mr. Richard Stern  
Compliance Officer  
Electrical Products Team  
Office of Compliance  
U.S. Consumer product Safety Commission  
Room 613  
4330 East West Highway  
Bethesda, MD 20814-4498

98  
AUG 18 11:11 AM

Dear Mr. Stern:

As you may be aware Philips Consumer Electronics Company (Philips) filed a report pursuant to Section 15(b) of the Consumer Product Safety Act (CPSA). As Philips would like to participate in the Commission's Fast Track Product Recall Program, we were instructed by Ms. Valery V. Caesar (see letter attached), to provide you a proposed corrective action plan (CAP), draft notice material, and the requested full report. As we discussed samples of the old units are already in your control. New units have not been produced as production of this product model was discontinued in December of 1997.

We believe we have established a repair that will eliminate the problems that have surfaced among the units produced. While we are in the process of fully testing the repair, as you can see, this is a technically complex issue that must be resolved completely in order to ensure that it is adequate before implementing the CAP. Moreover, the inability to date to duplicate the actual real world scenarios and the geographical distances between the manufacturer and Philips have hampered our progress. We also believe that consumer notification is going to be a challenge and want to explore all options before committing to a final course of action.

At this time we request that all information that has been or will be provided be treated as Confidential Information. We would appreciate your regard to our request until such time as a remedial action plan has been offered by Philips and accepted by the U.S.C.P.S.C. We look forward to working with you in properly handling this delicate situation

Sincerely,

Randall Mitchell

c: ATLM Taiwan, Inc.

## CORRECTIVE ACTION PLAN (CAP)

Philips/Magnavox - MX920

- 1) Recall action (refund, repair, replacement) that will be taken to eliminate the identified risk:

Repair: See CAP Attachment 1.

- 2) Sufficient product design, incident and testing information to allow the staff to determine whether the proposed action corrects the identified problem, and the problem is limited to the model(s) and production dates identified by Philips.

Consumer Complaints: See CAP Attachments 2 - 8.

Test Data:

See CAP Attachments 9 - 10. Excel files can be supplied upon request.

Engineering Drawings:

See Technical Service Data, CAP Attachment 11.

Material Specifications:

See Technical Service Data, CAP Attachment 11.

Samples of Product:

4 units provided to the U.S. Consumer Product Safety Commission to the attention of Valery Caesar at 4330 East West Hwy, Bethesda, MD 20814-4408. (See copy of Fed Ex USA Airbill as CAP Attachment 12).

Component Parts:

See Samples; others available upon specific request.

- 3) Notice of Recall:

Retailers: See Attachment 13.

Owners: See Attachment 14.

Outline of Process:

**Option 1:** Philips has identified that there were approximately 28,300 units of the Model MX920 (the Product) manufactured, imported, and distributed to re-sellers in the U.S. Of the 28,300 distributed, approximately 759 have been received by Philips in various ways including those damaged or defective in other ways. The majority of these have served a valuable purpose of being tested by Philips for the defect. The remaining units should undergo the repair as identified above.

First, as some Product remains in the hands of re-sellers (K-Mart - 730; Montgomery Ward - 375; Service Merchandise - 76; Wal-Mart - 769) Philips will notify such re-sellers of the recall and request that they discontinue sales of the units. Philips will then coordinate the repair of such units.

Second, Philips also receives returned products in the normal course of business from several ways:

- a) Refurbishers: Philips uses no more than three independent parties to receive and process returned Philips products. These returns are usually for any reason other

6



- than a warranty repair. The three parties are: 1) RB Enterprises, Chatsworth, CA; 2) Hi Quality, Ontario, CA, which captures all returns other than Wal-Mart and Sam's Clubs; and 3) Ozark, Siloam Springs, AR, which captures only Wal-Mart and Sams' Clubs returns. While a predominant amount of the tested units came from these sources, the facilities have already been notified to accumulate and hold other MX920 units received until further instructed.
- b) **Factory Service:** Philips/Magnavox factory service facilities have been instructed to capture all MX920AHT units and hold until further instructed.
  - c) **Independent Authorized Service Centers:** Philips has placed all MX920 replacement parts on hold to diminish the possibility of the release of a unit without being properly repaired. Philips will send an appropriate NOTICE OF RECALL to further instruct these independent operators on the proper procedure to accomplish the repair.
  - d) **Other:** The Philips "Techline" and "Customer Assistance Center" have been notified of the recall and the necessity to capture the units for a proper repair.

Third, Philips will send appropriate NOTICE OF RECALL letters directly to any customers for which we have a name on file and work diligently to effect the repair.

Fourth, Philips will design appropriate NOTICE OF RECALL posters and other information to be placed in the retail locations indicating to consumers the urgency of the matter and how to obtain a repair.

Fifth, due to the minimal hazard propounded by the design weakness, Philips would like to coordinate the recall and repair of the remaining MX920 units (presumably in the consumers hands) in the most direct way as possible. Therefore, Philips is coordinating information gathering from the retailers in order to sort out any possibilities of gathering customer information directly from the retailers. Sources expected to be pursued are: credit card information, extended warranty information, other marketing driven information collected.

It is unclear at this time exactly what type of information is available and any time or other constraints in obtaining such information. Philips will work diligently to pursue such opportunities and report to the U.S.C.P.S.C. on a timely and regular basis the results of our exploration.

**Option 2:**

In addition to One through Four above, Philips will issue jointly with the U.S.C.P.S.C. a Press Release. (See Attachment 15).

- 3) At this time we request that all information that has been or will be provided on this matter be treated as Confidential Information. We would appreciate your regard to our request until such time as a remedial action plan has been offered by Philips and accepted by the U.S.C.P.S.C. and thereafter consistent with such action plan.

8-13-1998 11:10PM

FROM PHILIPS SAFETY DEPT. 423 521 3402

P.5

FROM: Navin Research & Engineering

812 342 7381

08-07 12:55-1998

PAGE:02

5

FAXED BY SA  
TIME 11:51  
NO. PAGES 2  
DATE 8/7/98

FAX

CAP Attachment 1

DATE: August 7, 1998

REF. NO: 080798

TO: Robert Pooler

COMPANY: PCEC

FROM: Steve Dixon

SUBJECT: MX920 SPEAKER PROTECTION

CC: Doug Ebbs, Dick George

Attached is the preliminary schematic I am proposing for retrofit speaker protection in the MX920. I will fax this to ATL Taiwan and Malaysia today so we should have some comments from them by Tuesday.

All components should fit on a PCB of about 50mm x 30mm. This could be attached to the main PCB in the back of the unit just behind the main transformer. There is an area with no top side parts which would allow this PCB to be affixed with adhesive. Electrical connection to the unit is by five wires which are connected directly to the speaker terminals, presumably by soldering, and by routing an existing 4 wire ribbon cable through the protection PCB. The ribbon cable is fastened to the standby transformer PCB by a JST type connector. The standby PCB is mounted to the unit back just above where the new PCB will be attached. The existing cable would be plugged into the new PCB and a cable from the new PCB would attach to the connector socket on the standby PCB. The standby PCB would need to be removed to get access to the speakers terminals.

The protection circuit works by monitoring all five amplifier outputs. Any DC voltage on any output will set a latch in the added circuit. The latch deactivates the relay which energizes the main transformer so that no power will go to the speaker amplifiers. The latch will remain set as long as the unit has AC power. If the unit is unplugged, the latch will reset but it will be set again when the unit is turned on if the fault still exists.

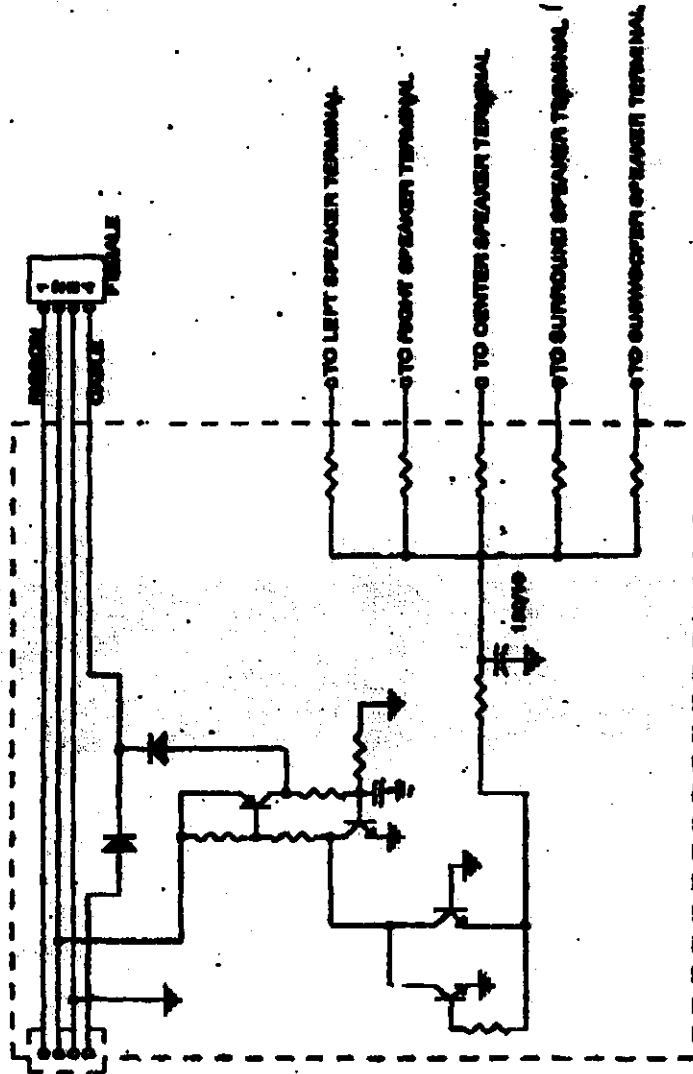
Best regards,

Steve

SKD:msc

4

6



THE	GO VOLTAGE SPEAKER FAULT PROTECTION
FIG.	1000000000
A	

9

14

CAP  
Attachment  
# 3

1) 68188502  
3/10/98

[Redacted]

RA #  
77866

PERU IN 46970

[Redacted]

# 4

2) 70759029  
3/21/98

[Redacted]

RA #  
403

Dallas TX 75236

[Redacted]

# 5

3) 70758207  
6/15/98

[Redacted]

FERRIS WA 98198 (Permanent address)

[Redacted]

# 6

4) 70753515  
6/25/98

[Redacted]

RA #  
87944

Chickasha OK 73019

[Redacted]

# 7

5) 70758492

[Redacted]

RA #  
91124

Miami FL 33132

[Redacted]

Internet  
should be  
in next week

# 8

6) 7075908

[Redacted]

HEART TX 76051

[Redacted]

Unit At  
Customer's  
request

10

AUG-14-98 FRI 04:25 PM

PHILIPS SERVICE CO.

FAX NO. 1 423

CAP Attachment 3

SmartCall - VIEW

Home  Office  Mobile  Fax  Mail  Print  Help

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_  
 ZIP: 9970  
 Country: USA

Phone: \_\_\_\_\_  
 Fax: \_\_\_\_\_  
 Extension: \_\_\_\_\_

Product	Model	Serial No.	Warranty Exp.
VCR	PhilipsMagn- VFX222	68330109	02/20/1998
Home Audio Syst.	Magnavox MA320P	✓68188502	02/20/1998
Home Audio Syst.	Magnavox MA751P	56912693	03/20/1998

Warrant Expired: \_\_\_\_\_  
 In Warranty: 02/20/1999  
 Warranty Not Applicable

Product	Model	Serial No.	Warranty Exp.
Home Audio Syst.	Magnavox MA320P	68188502	02/20/1998

Home Audio Syst. Magnavox MA320P 68188502 02/20/1998

Home Audio Syst. Magnavox MA751P 56912693 03/20/1998

Home Audio Syst. Magnavox MA320P 68188502 02/20/1998

Home Audio Syst. Magnavox MA751P 56912693 03/20/1998

11

Call Mad

NODMS	Mar 25 1998 9:33AM	Mar 25 1998 10:00AM
	Mar 16 1998 9:32AM	Mar 16 1998 9:35AM
	Mar 13 1998 10:19AM	
	Mar 12 1998 11:26AM	
NODMS	Mar 12 1998 10:05AM	Mar 12 1998 10:15AM

Customer Add 10:25AM  
Product Registration 10:13AM

Monday Total	Bus	0	Call	Man	Ma
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12

Page: 1 Document Name: Session2

S762A CONSUMER AFFAIRS TRACKING 08/03/13:02:  
 \* UPDATE CONSUMER DATA \*  
 SER # 68188502 H 000 000 0000 MOD MX920P ROOL YR 97 BRND B P-C  
 2 20 98 S-C N INITIAL N/A  
 [REDACTED] 0 CVG  
 [REDACTED] MART SOL  
 IN 46970 CALL BACK N

LETTER-NO RCS

\*\*\* C-O-N-S-U-M-E-R T-R-A-C-K-I-N-G \*\*\* \*\*\*\*\* CALL HISTORY \*\*\*\*\*

CALL-NO OPEN PROB TECH RESLV ASC

CLOSE CALL-TYPE = PEND MSG

LOG-DATE LOG-TIME REP. \*\*\*\*\* TEXT AREA \*\*\*\*\*

CALL-NO 006377 > OPEN 03/13/98 PROB 411 RSLV 35 ASC

CLOSE 03/25/98 > CALL TYPE 1 TECH F00

03/13/98 10:57:01 LIZ > ALLEGED PRODUCT SAFETY

11:00:35 > REQUESTED RA FORM NUMBER 0077866

11:03:51 > CUST TO SHIP UNIT ATTN DOYLE BRILEY

CALL-NO 011058 > OPEN 03/25/98 PROB 02B RSLV 35 ASC

CLOSE 03/25/98 > CALL TYPE 1 TECH F00

03/25/98 11:47:21 BREW > C/CLD SAYS HE HAS REC REPLACEMENT SPEAKERS ABOUT A

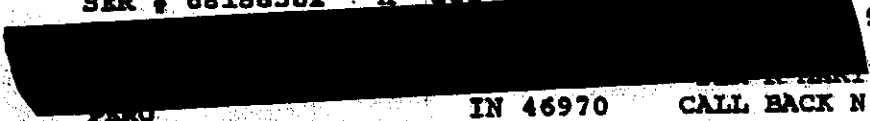
\* TOP OF TEXT \* TOP - PF6, BACK - PF7, FWD - PF8

OPEN CALLS-PF1, HISTORY-PF2, SOLICIT-PF5, SURVEY-PF13, PREVIOUS-PA1, RETURN-  
 NEW CALL-PF3, CHANGE CALL ( MOVE CURSOR )-PF4

13

Page: 1 Document Name: Session2

8762A CONSUMER AFFAIRS TRACKING 08/03/13:02:  
 \* UPDATE CONSUMER DATA \*  
 SER # 68188502 H 000 000 0000 YR 97 BRND B P-C  
 S-C N INITIAL N/A  
 CVG  
 SOL



PERO IN 46970 CALL BACK N

LETTER-NO RCS  
 \*\*\* C-O-N-S-U-M-E-R T-R-A-C-K-I-N-G \*\*\* \*\*\*\*\* CALL HISTORY \*\*\*\*\*  
 CALL-NO OPEN PROB TECH RESLV ASC  
 CLOSE CALL-TYPE = PEND MSG  
 LOG-DATE LOG-TIME REP. \*\*\*\*\* TEXT AREA \*\*\*\*\*  
 03/25/98 11:47:21 BREW > BEK AGO...BUT HAS NOT YET REC THE RECEIVER ...E-MAI  
 > ING L.DAVIS WITH INFO...  
 15:16:49 LIZ > 16394 SHPD 3/20 MX751PRO  
 > 13119 SHPD 3/17 FB550BK (SPEAKERS)  
 03/30/98 11:32:56 KPYE > LETTER #RCS PREPARED.  
 >  
 >  
 >  
 \* END OF TEXT \* TOP - PF6, BACK - PF7, FWD - PF8  
 OPEN CALLS-PF1, HISTORY-PF2, SOLICIT-PF5, SURVEY-PF13, PREVIOUS-PAL, RETURN-  
 NEW CALL-PF3, CHANGE CALL ( MOVE CURSOR )-PF4

14



AUG-14-98 FRI 04:33 PM

PHILIPS SERVICE CO.

FAX NO. 1

CAP Attachment 4

70759029

<p>Customer Name: [Redacted]</p> <p>Address: [Redacted]</p> <p>City: [Redacted] State: [Redacted] Zip: [Redacted]</p> <p>Country: USA</p>	
<p>Phone: [Redacted]</p> <p>Fax: [Redacted]</p>	<p>Day Phone: [Redacted]</p> <p>Home Phone: [Redacted]</p> <p>Fax Number: [Redacted]</p> <p>Extension: [Redacted]</p>
<p>Product: Home Audio Syst.</p> <p>Model: Philips Magn... MXS20A</p>	<p>Serial No. [Redacted]</p> <p>Purchase Date: 01/10/1998</p>
<p>Warranty: [Redacted]</p> <p>In Warranty: [Redacted]</p> <p>Warranty/Not Applicable: [Redacted]</p>	<p>01/10/1999</p> <p>01/10/1999</p>
<p>Order No. [Redacted]</p> <p>Order Date [Redacted]</p> <p>Order Status [Redacted]</p>	

15

AUG-14-98 FRI 04:28 PM

PHILIPS SERVICE CO.

FAX NO. 1

6 AP Attachment 5 JT

Coeur d'Alene		Day Phone	
3015		Home Phone	
USA		Fax Number	
USA		Location	
Brand	Model	Serial	Part No.
Home Audio Syst. Magnavox	MXS2DP	70758807	04/11/1998
Warranty	04/11/1998		
Warranty	04/11/1998		
Warranty Not Applicable			
Unit	Part No.	Unit	Part No.

18

Home Office ID: 0012

Med

Aug 3 1998 1:01PM  
 Aug 3 1998 11:34AM  
 Jun 18 1998 2:38PM  
 Jun 13 1998 8:30PM

NOONS Jun 13 1998 8:59PM

Customer Add  
 Product Registration

8:41PM  
 8:59PM

Monday, Aug 10, 1998  
 Blue 0

Call Mon

19

Page: 1 Document Name: Session2

S762A CONSUMER AFFAIRS TRACKING 08/03/13:01:  
 \* UPDATE CALL DATA \*  
 SER # 70758807 H 000 000 0000 MX920P R001 YR 97 BRND B P-C  
 04 11 98 S-C N INITIAL N/A  
 110 CVG  
 DEN FRED MEYER SOL  
 ID 83815 CALL BACK

\* CALLBACK FIELDS CHANGED \*  
 LETTER-NO \*\*\* C-O-N-S-U-M-E-R T-R-A-C-K-I-N-G \*\*\* \*\*\*\*\* READY TO CHANGE \*\*\*\*\*  
 CALL-NO 040236 OPEN 06/15/98 PROB 411 TECH TOQ RESLV 35 ASC 72066  
 CLOSE 08/03/98 CALL-TYPE 1 5 = MAINTENANCE PEND MSG  
 LOG-DATE LOG-TIME REP. \*\*\*\*\* TEXT AREA \*\*\*\*\*  
 06/15/98 14:42:05 LIZ > ALLEGED PRODUCT SAFETY  
 14:42:55 > STREET ADDRESS 3105 N 4TH ST UNIT 6, COEUR D ALENE,  
 > ID 83815  
 06/22/98 14:45:54 > REQUESTED RA FORM NUMBER 0087428  
 15:09:23 > NOTE: CUST'S PERMANENT MAILING ADDRESS:  
 > P.O. BOX 1095  
 15:09:36 > FERDALE WA 98248  
 >

\* CODES CHANGED \*  
 OPEN CALLS-PF1, HISTORY-PF2, SOLICIT-PF5, SURVEY-PF13, PREVIOUS-PF1, RETURN-  
 UPD-ENTER, WRKSHEET-PF5, JOB UPD-PF9, HERO-PF10, ACCESSY-PF11, RA-PF12, JOB INQ-PF



AUG-14-88 FRI 04:30 PM

PHILIPS SERVICE CO.

FAX NO. 1 423 475

CAP Attachment 6

Dearborn		Day	
		Home	
7370		Fax Number	
		Extension	
Home Audio Syst.	Magnavox	Model	MG20P
		Serial No.	70753616
		Purchase Date	10/30/1987
Warranty			10/30/1990
In Warranty			10/30/1998
Warranty Not Applicable			
Case No.	0	Case	0
Special	Repairs	Version	Version

21

Philips Mail

70000000		Jun 24 1998 2:10PM	Jun 24 1998 2:15PM
70000000		Jun 25 1998 2:50PM	Jun 25 1998 3:03PM
70000000		Jun 25 1998 11:32AM	Jun 25 1998 12:00PM
70000000	0039	Jun 24 1998 9:27AM	Jun 24 1998 9:29AM
	NOONIS	Jun 24 1998 9:06AM	Jun 24 1998 9:22AM

Product Add	9:00AM
Product Registration	9:10AM
Customer Edit	9:20AM
Problem Tracking	9:21AM

AMT	TYPE	THRU	DATE	LINE	QTY	UNIT	PRICE	TOTAL
1000	000	0						

22

		CHS	SMT	TH	FRI	SAT	SUN
			Jun 28 1998 3:10PM			Jun 28 1998 3:10PM	
			Jun 28 1998 2:00PM			Jun 28 1998 3:03PM	
			Jun 25 1998 11:32AM			Jun 25 1998 12:03PM	
	0039		Jun 24 1998 9:27AM			Jun 24 1998 9:29AM	
	NOONIS		Jun 24 1998 9:06AM			Jun 24 1998 9:22AM	

CHS	SMT	TH	FRI	SAT	SUN
Blue	0				

23

Page: 1 Document Name: Session2

S762A CONSUMER AFFAIRS TRACKING 08/03/12:33:  
 \* UPDATE CONSUMER DATA \*  
 SER # 70753515 [REDACTED] MX920P R001 YR 97 BRND B P-C  
 [REDACTED] 10 30 97 S-C N INITIAL N/A  
 [REDACTED] 10 CVG  
 [REDACTED] DLR WALMART SOL  
 [REDACTED] IN 47970 CALL BACK N

LETTER-NO 0  
 \*\*\* C-O-N-S-U-M-E-R T-R-A-C-K-I-N-G \*\*\* \*\*\*\*\* CALL HISTORY \*\*\*\*\*  
 CALL-NO OPEN PROB TECH RESLV ASC  
 CLOSE CALL-TYPE = PEND MSG  
 LOG-DATE LOG-TIME REP. \*\*\*\*\* TEXT AREA \*\*\*\*\*  
 CALL-NO 045095 > OPEN 06/26/98 PROB 411 RSLV 35 ASC  
 CLOSE 07/13/98 > CALL TYPE 1 TECH F00  
 06/26/98 15:15:33 LIZ > REQUESTED RA FORM NUMBER 0087944  
 15:17:45 > ORDER FORM TURNED IN  
 > CUST TO RETURN UNIT HERE ATTN DOYLE BRILEY/ENGINEER  
 > NG EVALUATION  
 07/13/98 11:36:17 > 87390 SHPD 7/1 PS# 066637/77762259  
 CALL-NO 051466 > OPEN 07/14/98 PROB 411 RSLV 56 ASC  
 \* VIEW MORE TEXT \* TOP - PF6, BACK - PF7, FWD - PF8  
 OPEN CALLS-PF1, HISTORY-PF2, SOLICIT-PF5, SURVEY-PF13, PREVIOUS-PAL, RETURN-  
 NEW CALL-PF3, CHANGE CALL ( MOVE CURSOR )-PF4

24



<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Product</p> <p>Model</p> <p>Serial</p> <p>Country</p> </div> <div style="width: 45%;"> <p>Day Phone</p> <p>Home Phone</p> <p>Fax Number</p> <p>Extension</p> </div> </div>	
<p>Home Audio Syst.</p> <p>Magnavox</p> <p>MX920P</p>	<p>Serial</p> <p>70766492</p> <p>Date</p> <p>01/24/1998</p>
<p>In Warranty</p> <p>In Warranty</p> <p>Warranty Not Applicable</p>	<p>01/24/1998</p> <p>01/24/1999</p>
<p>Model</p> <p>Serial</p> <p>Date</p>	<p>Country</p> <p>Day Phone</p> <p>Home Phone</p> <p>Fax Number</p> <p>Extension</p>

25

Smart Mail Mad

003905279	0039	JUL 30 1998 12:00 PM	
		JUL 30 1998 10:56 AM	
		JUL 30 1998 10:53 AM	
		JUL 28 1998 7:36 PM	JUL 28 1998 7:36 PM
	NOONS	JUL 28 1998 12:59 PM	JUL 28 1998 1:15 PM

Customer Add	1:01 PM
Service Referral	1:03 PM
Product Registration	2:13 PM

Account Type	0	Current Court	0	0	0	0	0
Hand Day Total	0.00	0	0.00	0.00	0.00	0.00	0.00

28

Page: 1 Document Name: Session2

S762A \* CONSUMER AFFAIRS TRACKING 08/03/  
 \* UPDATE CONSUMER DATA \* 12:26:  
 SER # 70758492 [REDACTED] D MX920P R001 YR 97 BRND B P-C  
 [REDACTED] 01 24 98 S-C N INITIAL N/A  
 [REDACTED] 110 CVG  
 [REDACTED] DLR BJ WHOLESALERS SOL  
 [REDACTED] FL 33157 CALL BACK N

LETTER-NO \* FIELDS NOT CHANGED \*  
 \*\*\* C-O-N-S-U-M-E-R T-R-A-C-K-I-N-G \*\*\* \*\*\*\*\* ALL OPEN CALLS \*\*\*\*\*  
 CALL-NO 057870 OPEN 07/30/98 PROB 411 TECH FOO RESLV ASC 9341803  
 CLOSE / / CALL-TYPE 1 5 = MAINTENANCE PEND MSG RA IN PROCESS  
 LOG-DATE LOG-TIME REP. \*\*\*\*\* TEXT AREA \*\*\*\*\*  
 07/30/98 12:35:03 LI2 > REQUESTED RA FORM NUMBER 0091124

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\*\*\*\* END OF TEXT - TO START OVER - PRESS ENTER \*\*\*\*  
 OPEN CALLS-PF1, HISTORY-PF2, SOLICIT-PF5, SURVEY-PF13, PREVIOUS-PA1, RETURN-  
 NEW CALL-PF3, CHANGE CALL ( MOVE CURSOR )-PF4

AUG-14-98 FRI 04:38 PM

PHILIPS SERVICE CO.

FAX NO. 14

AP Attachment 8

Name Address City State ZIP	Day Phone Home Phone Fax Number Extension
Home Audio Syst. Magnavox Model Serial No.	Purchase Date 70759009 01/16/1998
Warranty In Warranty Warranty Not Applicable	01/16/1998 01/16/1998
MSQ001001 Date 0 Call Mail	

28

PHILIPS SERVICE CO. (mirrored)

PHILIPS SERVICE CO. (mirrored)

PHONE	EXTENSION	DATE	TIME	DATE	TIME
877-887-285		JUL 22 1998	5:45PM	JUL 22 1998	5:57PM
877-887-285	0039	JUL 22 1998	3:36PM	JUL 22 1998	3:38PM
877-887-285	NODNS	JUL 22 1998	12:35PM	JUL 22 1998	12:47PM
877-887-285		JUL 13 1998	10:44AM	JUL 13 1998	10:59AM
877-887-285		JUL 8 1998	11:27AM	JUL 8 1998	11:35AM

Service Record

Month	Day	Total	Blue	0	Call	Mail	Me
Month	Day	Total	Blue	0	Call	Mail	Me

29

Mod

0174897255		JUL 22 1998 2:45 PM	JUL 22 1998 3:57 PM
0174897255	0039	JUL 22 1998 3:38 PM	JUL 22 1998 3:38 PM
0174897255	NODNIS	JUL 22 1998 12:38 PM	JUL 22 1998 12:47 PM
0174897255		JUL 13 1998 10:44 AM	JUL 13 1998 10:59 AM
		JUL 8 1998 11:27 AM	JUL 8 1998 11:35 AM

Product Registration

Blue 0

30

The document page is mostly illegible due to extreme noise and low contrast. At the top, there is a header section containing the following text:

AUG-14-98 FRI 04:52 PM      PHILIPS SERVICE CO.      FAX NO. 1 423 475 0868      P. 01

The central part of the page is obscured by a large, dark, rectangular area. Below this area, there is a table with several rows of text. The text is mostly illegible but appears to contain dates and times. The footer of the page contains some faint, partially readable text, including what looks like "Total" and "0".

017007236		Jul 22 1998 3:49PM	Jul 22 1998 3:57PM
017007236	0039	Jul 22 1998 3:59PM	Jul 22 1998 3:59PM
017007236	NOONIS	Jul 22 1998 12:38PM	Jul 22 1998 12:47PM
		Jul 13 1998 10:44AM	Jul 13 1998 10:59AM
		Jul 8 1998 11:27AM	Jul 8 1998 11:36AM

Footer text (partially legible):

Total      0

31

Page: 1 Document Name: Session2

S762A CONSUMER AFFAIRS TRACKING 08/03/12:23:  
 \* HIGHLIGHT CONSUMER DATA \*  
 SER # 70759089 [REDACTED] MX920P R001 YR 97 BRND B P-C  
 [REDACTED] 01 16 98 S-C N INITIAL N/A  
 [REDACTED] WKR 110 CVG  
 [REDACTED] DLR LOWES SOL  
 [REDACTED] TX 76054 CALL BACK N

LETTER-NO \* FIELDS CHANGED \*  
 \*\*\* C-O-N-S-U-M-E-R T-R-A-C-K-I-N-G \*\*\* \*\*\*\*\* CALL HISTORY \*\*\*\*\*  
 CALL-NO OPEN PROB TECH RESLV ASC  
 CLOSE CALL-TYPE = PEND MSG  
 LOG-DATE LOG-TIME REP. \*\*\*\*\* TEXT AREA \*\*\*\*\*  
 CALL-NO 054842 > OPEN 07/22/98 PROB 411 RSLV 40 ASC 49819  
 CLOSE 07/22/98 > CALL TYPE 1 TECH F00  
 07/22/98 12:42:01 MANF > HOLE BURNT IN CIRCUIT BOARD TOM AT ASC FEELS MAN D  
 > F CONTACTED DON POUGH AND WAS INFORMED CIRCUIT BOA  
 > D NOT AVAILABLE...UNIT PURCHASED AT LOWE'S PHONE #  
 > 17-577-2919  
 CALL-NO 055132 > OPEN 07/22/98 PROB 411 RSLV ASC 49819  
 CLOSE / / > CALL TYPE 1 TECH F00  
 \* VIEW MORE TEXT \* TOP - PF6, BACK - PF7, FWD - PF8  
 OPEN CALLS-PF1, HISTORY-PF2, SOLICIT-PF5, SURVEY-PF13, PREVIOUS-PAL, RETURN-  
 NEW CALL-PF3, CHANGE CALL ( MOVE CURSOR )-PF4

32



Page: 1, Document Name: Session2

S762A CONSUMER AFFAIRS TRACKING 08/03/12:24:  
 SER # 70759089 [REDACTED] CONSUMER DATA \*  
 MX920P R001 YR 97 BRND B P-C  
 01 16 98 S-C N INITIAL N/A  
 WAR 110 CVG  
 DLR LOWES SOL  
 TX 76054 CALL BACK N

LETTER-NO  
 \*\*\* C-O-N-S-U-M-E-R T-R-A-C-K-I-N-G \*\*\* \*\*\*\*\* CALL HISTORY \*\*\*\*\*  
 CALL-NO OPEN PROB TECH RESLV ASC  
 CLOSE CALL-TYPE = PEND MSG  
 LOG-DATE LOG-TIME REP. \*\*\*\*\* TEXT AREA \*\*\*\*\*  
 07/22/98 19:21:25 KAYE > FORWARDED BACK TO ASSOCIATE FOR CORRECTED LOWE'S #  
 07/24/98 13:49:57 KPVE > LOWES 817-514-6288  
 07/30/98 14:12:57 > FILE TO L DAVIS FOR DISPENSATION.  
 LIZ > RE-ASSIGNED CALLBACK FROM KPVE TO LIZ . CHGD BY KPVE  
 >  
 >  
 >  
 >

\* END OF TEXT \* TOP - PF6, BACK - PF7, FWD - PF8  
 OPEN CALLS-PF1, HISTORY-PF2, SOLICIT-PF5, SURVEY-PF13, PREVIOUS-PAL, RETURN-  
 NEW CALL-PF3, CHANGE CALL ( MOVE CURSOR )-PF4

Handwritten mark resembling the number 23.

**Summary Information of MX920 Assessment  
Assessment Complete August 13, 1998**

91	11.99%
2	0.26%
76	10.01%
590	78%
759	100%

Total Units Failed Speaker DC Output Voltage  
 Total Units Failed Speaker Degradation  
 Total Units Failed Assessment for Other Defects  
 Total Units Passed Assessment  
 Grand Total Units Assessed

CAP Attachment 9

Conducted at Three Star Packaging  
 Greeneville, TN 37743  
 Phone Contact (423) 636-1958  
 Jeff Wilburn  
 or  
 Randy Brown

34

Entry #	Qty.	Unit Model	Unit Serial	Speaker DC Output Voltage	Speaker degradation	Assessment
1	1	MX920PRO01	70752914	fail	pass	fail
15	1	MX920PRO01	68187593	fail	pass	fail
17	1	MX920PRO01	65203933	fail	pass	fail
19	1	MX920PRO01	70754343	fail	pass	fail
20	1	MX920PRO01	70754265	fail	pass	fail
21	1	MX920PRO01	67067271	fail	pass	fail
22	1	MX920PRO01	68189203	fail	pass	fail
23	1	MX920PRO01	68184069	fail	pass	fail
24	1	MX920PRO01	67067275	fail	pass	fail
26	1	MX920PRO01	70751561	fail	pass	fail
48	1	MX920PRO01	67064435	fail	pass	fail
59	1	MX920PRO01	65203288	fail	pass	fail
60	1	MX920PRO01	68188315	fail	pass	fail
61	1	MX920PRO01	67069406	fail	pass	fail
67	1	MX920PRO01	70753327	fail	pass	fail
87	1	MX920PRO01	67068560	fail	pass	fail
88	1	MX920PRO01	67069829	fail	pass	fail
89	1	MX920PRO01	68189022	fail	pass	fail
90	1	MX920PRO01	70758511	fail	pass	fail
91	1	MX920PRO01	68184745	fail	pass	fail
92	1	MX920PRO01	70757343	fail	pass	fail
93	1	MX920PRO01	65203011	fail	pass	fail
94	1	MX920PRO01	67068862	fail	pass	fail
95	1	MX920PRO01	65203556	fail	pass	fail
96	1	MX920PRO01	68184091	fail	pass	fail
97	1	MX920PRO01	67064781	fail	pass	fail
98	1	MX920PRO01	65203440	fail	pass	fail
99	1	MX920PRO01	67070161	fail	pass	fail
100	1	MX920PRO01	65203211	fail	pass	fail
101	1	MX920PRO01	68188899	fail	pass	fail
102	1	MX920PRO01	67070342	fail	pass	fail
103	1	MX920PRO01	67069413	fail	pass	fail
104	1	MX920PRO01	70750933	fail	pass	fail
106	1	MX920PRO01	70758374	fail	pass	fail
108	1	MX920PRO01	70758959	fail	pass	fail
107	1	MX920PRO01	70751246	fail	pass	fail
108	1	MX920PRO01	70757199	fail	pass	fail
108	1	MX920PRO01		fail	pass	fail

3

Entry #	Qty.	Unit Model	Unit Serial	Speaker DC Output Voltage	Speaker degradation	Assessment
110	1	MX920PRO01	70756996	fail	pass	fail
111	1	MX920PRO01	68190386	fail	pass	fail
112	1	MX920PRO01	70757601	fail	pass	fail
113	1	MX920PRO01	70757211	fail	pass	fail
114	1	MX920PRO01	68190008	fail	pass	fail
342	1	MX920PRO01	68187607	fail	pass	fail
343	1	MX920PRO01	68189876	fail	pass	fail
344	1	MX920PRO01	70751389	fail	pass	fail
345	1	MX920PRO01	68185821	fail	pass	fail
346	1	MX920PRO01	65203433	fail	pass	fail
347	1	MX920PRO01	67066139	fail	pass	fail
348	1	MX920PRO01	67066355	fail	pass	fail
349	1	MX920PRO01	70754878	fail	pass	fail
350	1	MX920PRO01	70758207	fail	pass	fail
351	1	MX920PRO01	67067432	fail	pass	fail
352	1	MX920PRO01	68189220	fail	pass	fail
353	1	MX920PRO01	68186922	fail	pass	fail
354	1	MX920PRO01	70752231	fail	pass	fail
355	1	MX920PRO01	70757844	fail	pass	fail
356	1	MX920PRO01	70758476	fail	pass	fail
357	1	MX920PRO01	70758867	fail	pass	fail
418	1	MX920PRO01	68184290	fail	pass	fail
419	1	MX920PRO01	68184769	fail	pass	fail
420	1	MX920PRO01	68186403	fail	pass	fail
421	1	MX920PRO01	67067844	fail	pass	fail
422	1	MX920PRO01	76526631	fail	pass	fail
423	1	MX920PRO01	67070175	fail	pass	fail
424	1	MX920PRO01	70750475	fail	pass	fail
425	1	MX920PRO01	67065056	fail	pass	fail
426	1	MX920PRO01	70757866	fail	pass	fail
427	1	MX920PRO01	70752527	fail	pass	fail
428	1	MX920PRO01	67067498	fail	pass	fail
429	1	MX920PRO01	67064588	fail	pass	fail
430	1	MX920PRO01	65203023	fail	pass	fail
431	1	MX920PRO01	67069694	fail	pass	fail
432	1	MX920PRO01	70757602	fail	pass	fail
433	1	MX920PRO01	70760082	fail	pass	fail

2

Entry #	Qty.	Unit Model	Unit Serial	Speaker DC Output Voltage	Speaker degradation	Assessment
434	1	MX920PRO01	67065010	fail	pass	fail
435	1	MX920PRO01	70758763	fail	pass	fail
436	1	MX920PRO01	68184009	fail	pass	fail
437	1	MX920PRO01	68185398	fail	pass	fail
438	1	MX920PRO01	65203905	fail	pass	fail
439	1	MX920PRO01	68184381	fail	pass	fail
440	1	MX920PRO01	65202806	fail	pass	fail
441	1	MX920PRO01	68184904	fail	pass	fail
442	1	MX920PRO01	67068711	fail	pass	fail
722	1	MX920PRO01	67068020	fail	pass	fail
723	1	MX920PRO01	70758134	fail	pass	fail
724	1	MX920PRO01	68191760	fail	pass	fail
725	1	MX920PRO01	70755116	fail	pass	fail
726	1	MX920PRO01	65203725	fail	pass	fail
727	1	MX920PRO01	670688376	fail	pass	fail
728	1	MX920PRO01	68184704	fail	pass	fail
729	1	MX920PRO01	67068729	fail	pass	fail

91

Total Units Failed Speaker DC Output Voltage

Entry #	Qty.	Unit Model	Unit Serial	Speaker DC Output Voltage	Speaker degradation	Assessment
136	1	MX920PRO01	70758322	pass	fail	fail
139	1	MX920PRO01	70758730	pass	fail	fail

2

Total Units Failed Speaker Degradation

Entry #	Qty.	Unit Model	Unit Serial	Speaker DC Output Voltage	Speaker degradation	Assessment
2	1	MX920PRO01	67065448	pass	pass	fail
3	1	MX920PRO01	70756610	pass	pass	fail
11	1	MX920PRO01	68167218	pass	pass	fail
12	1	MX920PRO01	67068581	pass	pass	fail
13	1	MX920PRO01	NA	pass	pass	fail
14	1	MX920PRO01	68191608	pass	pass	fail
16	1	MX920PRO01	67068554	pass	pass	fail

Entry #	Qty.	Unit Model	Unit Serial	Speaker DC Output Voltage	Speaker degradation	Assessment
18	1	MX920PRO01	70758350	pass	pass	fail
25	1	MX920PRO01	68188092	pass	pass	fail
27	1	MX920PRO01	67064841	pass	pass	fail
57	1	MX920PRO01	65204988	pass	pass	fail
58	1	MX920PRO01	68185008	pass	pass	fail
62	1	MX920PRO01	68186046	pass	pass	fail
86	1	MX920PRO01	70750839	pass	pass	fail
87	1	MX920PRO01	70753821	pass	pass	fail
88	1	MX920PRO01	70757718	pass	pass	fail
89	1	MX920PRO01	67067437	pass	pass	fail
90	1	MX920PRO01	70756630	pass	pass	fail
91	1	MX920PRO01	68191032	pass	pass	fail
92	1	MX920PRO01	70768237	pass	pass	fail
93	1	MX920PRO01	67067116	pass	pass	fail
94	1	MX920PRO01	68188285	pass	pass	fail
95	1	MX920PRO01	67068458	pass	pass	fail
96	1	MX920PRO01	68184944	pass	pass	fail
97	1	MX920PRO01	68185038	pass	pass	fail
98	1	MX920PRO01	67068234	pass	pass	fail
99	1	MX920PRO01	67065035	pass	pass	fail
100	1	MX920PRO01	67067651	pass	pass	fail
101	1	MX920PRO01	70758790	pass	pass	fail
102	1	MX920PRO01	70758512	pass	pass	fail
103	1	MX920PRO01	68185732	pass	pass	fail
104	1	MX920PRO01	68191562	pass	pass	fail
105	1	MX920PRO01	68190807	pass	pass	fail
106	1	MX920PRO01	70758560	pass	pass	fail
107	1	MX920PRO01	70758808	pass	pass	fail
108	1	MX920PRO01	70755420	pass	pass	fail
109	1	MX920PRO01	68184347	pass	pass	fail
112	1	MX920PRO01	70757948	pass	pass	fail
113	1	MX920PRO01	70750828	pass	pass	fail
338	1	MX920PRO01	67065603	pass	pass	fail
340	1	MX920PRO01	67069639	pass	pass	fail
341	1	MX920PRO01	68186534	pass	pass	fail
342	1	MX920PRO01	70758782	pass	pass	fail
343	1	MX920PRO01	70759700	pass	pass	fail

35

Entry #	Qty.	Unit Model	Unit Serial	Speaker DC Output Voltage	Speaker degradation	Assessment
344	1	MX920PRO01	70760439	pass	pass	fail
345	1	MX920PRO01	70758463	pass	pass	fail
346	1	MX920PRO01	67070078	pass	pass	fail
347	1	MX920PRO01	70759086	pass	pass	fail
348	1	MX920PRO01	68186176	pass	pass	fail
349	1	MX920PRO01	67069270	pass	pass	fail
350	1	MX920PRO01	67067427	pass	pass	fail
351	1	MX920PRO01	70758529	pass	pass	fail
352	1	MX920PRO01	67064427	pass	pass	fail
353	1	MX920PRO01	70758238	pass	pass	fail
354	1	MX920PRO01	68187794	pass	pass	fail
355	1	MX920PRO01	67067106	pass	pass	fail
356	1	MX920PRO01	67065278	pass	pass	fail
357	1	MX920PRO01	67067947	pass	pass	fail
358	1	MX920PRO01	68189073	pass	pass	fail
359	1	MX920PRO01	70757685	pass	pass	fail
360	1	MX920PRO01	70758523	pass	pass	fail
361	1	MX920PRO01	70754502	pass	pass	fail
362	1	MX920PRO01	70759097	pass	pass	fail
363	1	MX920PRO01	70758540	pass	pass	fail
364	1	MX920PRO01	68185178	pass	pass	fail
365	1	MX920PRO01	67064782	pass	pass	fail
366	1	MX920PRO01	70754226	pass	pass	fail
367	1	MX920PRO01	65203033	pass	pass	fail
368	1	MX920PRO01	68189887	pass	pass	fail
369	1	MX920PRO01	68184830	pass	pass	fail
370	1	MX920PRO01	70758234	pass	pass	fail
371	1	MX920PRO01	68184727	pass	pass	fail
372	1	MX920PRO01	65202858	pass	pass	fail
373	1	MX920PRO01	67065845	pass	pass	fail
374	1	MX920PRO01	70758991	pass	pass	fail
375	1	MX920PRO01	70757923	pass	pass	fail

76

Total Units Failed Assessment for Other Defects

21

Entry #	Qty.	Unit Model	Unit Serial	Speaker DC Output Voltage	Speaker degradation	Assessment
<b>Total Units Passed Assessment</b>						
	91			91		590
<b>Total Units Failed Speaker DC Output Voltage</b>						
	2				2	76
<b>Total Units Failed Speaker Degradation</b>						
						590
<b>Total Units Failed Assessment for Other Defects</b>						
						759
<b>Grand Total Units Assessed</b>						

42



Entry #	Qty.	System Serial	System Model	Customer Comments	Unit Model	Unit Serial	KQ #
1	1	64817854	MX920AHT01	Receiver and speakers don't work	MX920PRO01	70752914	009728019146
2	1	67059670	MX920AHT01	Speaker broken, front speaker	MX920PRO01	67066449	009720004916
3	1	70725093	MX920AHT01	Doesn't work	MX920PRO01	70756610	009729022619
4	1	67058444	MX920AHT01	Left side doesn't work	MX920PRO01	65203425	009718001252
5	1	67061558	MX920AHT01	Left side doesn't work	MX920PRO01	70754457	009729020628
6	1	69161671	MX920AHT01	E-I, unit not operating missing woofer	MX920PRO01	68189915	009726014439
7	1	67064035	MX920AHT01	Left side doesn't work	MX920PRO01	68184779	009721009519
8	1	64816307	MX920AHT01	Speaker bad	MX920PRO01	65202511	009717000412
9	1	69160828	MX920AHT01	NA	MX920PRO01	68184124	009721008940
10	1	70722807	MX920AHT01	NA	MX920PRO01	70755528	009729021623
11	1	69162163	MX920AHT01	NA	MX920PRO01	68187218	009726012415
12	1	NA	MX920AHT01	Malfunction in Prologic Tuner	MX920PRO01	68187218	009720006911
13	1	70720579	MX920AHT01	Doesn't work	MX920PRO01	67068691	009721008925
14	1	69164431	MX920AHT01	Multiple problems	MX920PRO01	NA	009728016106
15	1	69162839	MX920AHT01	NA	MX920PRO01	68191606	0098726012236
16	1	67064259	MX920AHT01	NA	MX920PRO01	68187593	009721007921
17	1	64717377	MX920AHT01	NA	MX920PRO01	67069554	009718001991
18	1	70725386	MX920AHT01	Blown receiver	MX920PRO01	65203933	009732024423
19	1	69166500	MX920AHT01	NA	MX920PRO01	70758350	009729020742
20	1	64817209	MX920AHT01	NA	MX920PRO01	70754343	009729020805
21	1	69166285	MX920AHT01	NA	MX920PRO01	70754265	009720005410
22	1	69164803	MX920AHT01	Blown receiver	MX920PRO01	67067271	009726013678
23	1	67064128	MX920AHT01	NA	MX920PRO01	68189203	009721008728
24	1	67061500	MX920AHT01	NA	MX920PRO01	68184069	009720005412
25	1	NA	MX920AHT01	Wouldn't program, receiver bad	MX920PRO01	67067275	009726013249
26	1	70721310	MX920AHT01	NA	MX920PRO01	68188092	009728017751
27	1	67059164	MX920AHT01	NA	MX920PRO01	70751561	009719004007
28	1	69163016	MX920AHT01	NA	MX920PRO01	67064641	009726013437
29	1	67060116	MX920AHT01	Doesn't work	MX920PRO01	68188706	009719003642
30	1	67061555	MX920AHT01	NA	MX920PRO01	67065331	009720006929
31	1	69163401	MX920AHT01	NA	MX920PRO01	67068675	009726013196
32	1	67063936	MX920AHT01	NA	MX920PRO01	NA	009725011089
33	1	67063914	MX920AHT01	Damaged receiver, surround damaged	MX920PRO01	67068938	00972100623
34	1	NA	MX920AHT01	NA	MX920PRO01	68183960	009729019856
35	1	70720579	MX920AHT01	NA	MX920PRO01	70753583	009728016806
36	1	64164121	MX920AHT01	NA	MX920PRO01	70750814	009727015363
						68190776	

Entry #	Manuf. Date	Speaker DC Output Voltage	Speaker degradation	Audio Distortion	24 VDC +/-	C5022	C506	C514
1	July-97	fail	pass	fail	pass	pass	pass	pass
2	May-97	pass	pass	pass	fail	pass	pass	pass
3	August-97	pass	pass	pass	pass	pass	pass	pass
4	May-97	pass	pass	pass	pass	pass	pass	pass
5	May-97	pass	pass	pass	pass	pass	pass	pass
6	June-97	pass	pass	pass	pass	pass	pass	pass
7	May-97	pass	pass	pass	pass	pass	pass	pass
8	April-97	pass	pass	pass	pass	pass	pass	pass
9	May-97	pass	pass	pass	pass	pass	pass	pass
10	July-97	pass	pass	fail	pass	pass	pass	pass
11	June-97	pass	pass	fail	pass	pass	pass	pass
12	May-97	pass	pass	fail	pass	pass	pass	pass
13	June-97	pass	pass	fail	pass	pass	pass	pass
14	July-97	fail	pass	fail	pass	pass	pass	pass
15	June-97	pass	pass	NA	pass	pass	pass	fail
16	May-97	fail	pass	fail	pass	fail	pass	pass
17	April-97	pass	pass	NA	pass	pass	pass	pass
18	August-97	fail	pass	NA	NA	pass	pass	pass
19	July-97	fail	pass	NA	fail	pass	pass	pass
20	April-97	fail	pass	NA	pass	pass	pass	pass
21	June-97	fail	pass	NA	NA	pass	pass	pass
22	June-97	fail	pass	NA	fail	pass	pass	pass
23	May-97	fail	pass	fail	pass	pass	pass	pass
24	May-97	fail	pass	NA	fail	pass	pass	pass
25	June-97	pass	pass	fail	fail	pass	pass	pass
26	July-97	fail	pass	fail	pass	pass	pass	pass
27	May-97	pass	pass	pass	pass	pass	pass	pass
28	June-97	pass	pass	pass	pass	pass	pass	pass
29	May-97	pass	pass	pass	pass	pass	pass	pass
30	May-97	pass	pass	pass	pass	pass	pass	pass
31	June-97	pass	pass	pass	pass	pass	pass	pass
32	May-97	pass	pass	pass	pass	pass	pass	pass
33	May-97	pass	pass	pass	pass	pass	pass	pass
34	July-97	pass	pass	pass	pass	pass	pass	pass
35	June-97	pass	pass	pass	pass	pass	pass	pass
36	July-97	pass	pass	pass	pass	pass	pass	pass

5

Entry #	Component Failure	Other Defects	Assessment
1	fail	No output on left speaker	fail
2	fail	NA	fail
3	pass	Power switch doesn't work	pass
4	pass	NA	pass
5	pass	Missing sub-woofer	pass
6	pass	NA	pass
7	pass	NA	pass
8	pass	NA	pass
9	pass	NA	pass
10	pass	Noise in Surround	fail
11	pass	Sub-woofer defective	fail
12	pass	Surround not working	fail
13	pass	Sub-woofer defective	fail
14	pass	One missing speaker	fail
15	pass	Dead surround speaker	fail
16	pass	Scratched outside unit	fail
17	pass	NA	fail
18	fail	NA	fail
19	pass	Will not turn on, dirty	fail
20	pass	NA	fail
21	pass	NA	fail
22	pass	No power	fail
23	fail	NA	fail
24	fail	No sound	fail
25	pass	Speaker output bad	fail
26	pass	NA	fail
27	pass	NA	pass
28	pass	NA	pass
29	pass	NA	pass
30	pass	NA	pass
31	pass	NA	pass
32	pass	Light doesn't work	pass
33	pass	NA	pass
34	pass	NA	pass
35	pass	NA	pass
36	pass	NA	pass

53

Entry #	Qty.	System Serial	System Model	Customer Comments	Unit Model	Unit Serial	KQ.#
37	1	67061824	MX920AHT01	Bad receiver	MX920PRO01	67067592	009720006672
38	1	67063701	MX920AHT01	Clock doesn't work	MX920PRO01	67070304	009721008430
39	1	64816488	MX920AHT01	NA	MX920PRO01	65203992	009718001708
40	1	67061443	MX920AHT01	NA	MX920PRO01	67067291	009720005390
41	1	69166545	MX920AHT01	NA	MX920PRO01	70752743	009729019702
42	1	67064002	MX920AHT01	Back speaker doesn't work	MX920PRO01	NA	009721009306
43	1	64816018	MX920AHT01	NA	MX920PRO01	65202856	009717000797
44	1	69162693	MX920AHT01	NA	MX920PRO01	68187661	009726012162
45	1	67062692	MX920AHT01	NA	MX920PRO01	67069084	009720007489
46	1	69163840	MX920AHT01	NA	MX920PRO01	68191781	009728016483
47	1	67063923	MX920AHT01	NA	MX920PRO01	68183964	009721008820
48	1	64817369	MX920AHT01	Receiver broken	MX920PRO01	67064435	009719003287
49	1	69161493	MX920AHT01	NA	MX920PRO01	68189940	009726014399
50	1	NA	MX920AHT01	Sound messed up	MX920PRO01	70755228	009729021355
51	1	69165564	MX920AHT01	NA	MX920PRO01	68191621	009728015966
52	1	69161591	MX920AHT01	NA	MX920PRO01	70754409	009729020671
53	1	64817780	MX920AHT01	NA	MX920PRO01	68188770	009726013465
54	1	67062106	MX920AHT01	Receiver shorted out	MX920PRO01	67064491	009719002816
55	1	67058611	MX920AHT01	Broken Speakers	MX920PRO01	67069230	009719007531
56	1	64817654	MX920AHT01	Defective	MX920PRO01	NA	009721007531
57	1	69159807	MX920AHT01	NA	MX920PRO01	65204988	009719002156
58	1	64816803	MX920AHT01	NA	MX920PRO01	68185008	009719002179
59	1	69161734	MX920AHT01	NA	MX920PRO01	65203288	009721009872
60	1	67062622	MX920AHT01	NA	MX920PRO01	68188315	009718001253
61	1	69159693	MX920AHT01	Receiver shorted out	MX920PRO01	67069406	009726012815
62	1	69164806	MX920AHT01	Broken Speakers	MX920PRO01	68186046	009721007627
63	1	67062939	MX920AHT01	Defective	MX920PRO01	68186952	009725010775
64	1	67062584	MX920AHT01	NA	MX920PRO01	68188952	009726013608
65	1	67063861	MX920AHT01	NA	MX920PRO01	67068066	NA
66	1	67058458	MX920AHT01	Doesn't work	MX920PRO01	67068277	009720007487
67	1	69159032	MX920AHT01	NA	MX920PRO01	65202648	009717000590
68	1	67064247	MX920AHT01	Missing speaker-subwoofer	MX920PRO01	67064583	009719003496
69	1	67063076	MX920AHT01	Will cutoff if volume turned up	MX920PRO01	68185434	009725010220
70	1	69165711	MX920AHT01	Receiver is shorted out	MX920PRO01	65203245	009718001067
71	1	67058725	MX920AHT01	Loud feedback in tweeters	MX920PRO01	67169418	009721007791
72	1	67058725	MX920AHT01	Speakers crackle	MX920PRO01	70752861	009728019197
				NA	MX920PRO01	67065914	009719004219
				Subwoofer doesn't work	MX920PRO01		



Entry #	Manuf. Date	Speaker DC Output Voltage	Speaker degradation	Audio Distortion	24 VDC +/-	C5022	C506	C514
37	May-97	pass	pass	pass	pass	pass	pass	pass
38	May-97	pass	pass	pass	pass	pass	pass	pass
39	April-97	pass	pass	pass	pass	pass	pass	pass
40	May-97	pass	pass	pass	pass	pass	pass	pass
41	July-97	pass	pass	pass	pass	pass	pass	pass
42	May-97	pass	pass	pass	pass	pass	pass	pass
43	April-97	pass	pass	pass	pass	pass	pass	pass
44	June-97	pass	pass	pass	pass	pass	pass	pass
45	May-97	pass	pass	pass	pass	fail	fail	fail
46	June-97	pass	pass	NA	fail	pass	pass	pass
47	May-97	fail	pass	pass	pass	pass	pass	pass
48	April-97	pass	pass	pass	pass	pass	pass	pass
49	June-97	pass	pass	pass	pass	pass	pass	pass
50	July-97	pass	pass	pass	pass	pass	pass	pass
51	June-97	pass	pass	pass	pass	pass	pass	pass
52	July-97	pass	pass	pass	pass	pass	pass	pass
53	June-97	pass	pass	pass	pass	pass	pass	pass
54	May-97	pass	pass	pass	pass	pass	pass	pass
55	May-97	pass	pass	pass	pass	pass	pass	pass
56	May-97	pass	pass	fail	pass	pass	pass	pass
57	May-97	pass	pass	fail	pass	pass	pass	pass
58	May-97	fail	pass	pass	pass	pass	pass	pass
59	April-97	fail	pass	NA	fail	pass	pass	pass
60	June-97	fail	pass	NA	pass	pass	pass	pass
61	May-97	pass	pass	fail	pass	pass	pass	pass
62	May-97	pass	pass	pass	pass	pass	pass	pass
63	June-97	pass	pass	pass	pass	pass	pass	pass
64	May-97	pass	pass	pass	pass	pass	pass	pass
65	May-97	pass	pass	pass	pass	pass	pass	pass
66	April-97	pass	pass	pass	pass	pass	pass	pass
67	May-97	pass	pass	pass	pass	pass	pass	pass
68	May-97	pass	pass	pass	pass	pass	pass	pass
69	April-97	pass	pass	pass	pass	pass	pass	pass
70	May-97	pass	pass	pass	pass	pass	pass	pass
71	July-97	pass	pass	pass	pass	pass	pass	pass
72	May-97	pass	pass	pass	pass	pass	pass	pass

Entry #	Component Failure	Other Defects	Assessment
37	pass	NA	pass
38	pass	NA	pass
39	pass	Needs speakers	pass
40	pass	NA	pass
41	pass	NA	pass
42	pass	NA	pass
43	pass	NA	pass
44	pass	NA	pass
45	pass	NA	pass
46	pass	NA	pass
47	pass	No power	fail
48	fail	NA	pass
49	pass	4 speakers damaged	pass
50	pass	NA	pass
51	pass	NA	pass
52	pass	NA	pass
53	pass	NA	pass
54	pass	NA	pass
55	pass	No subwoofer	pass
56	pass	Subwoofer blown	fail
57	pass	Damaged subwoofer	fail
58	pass	NA	fail
59	pass	Front speaker damage	fail
60	pass	Unit smoked	fail
61	fail	Bad subwoofer	fail
62	pass	NA	pass
63	pass	NA	pass
64	pass	NA	pass
65	pass	NA	pass
66	pass	NA	pass
67	pass	NA	pass
68	pass	NA	pass
69	pass	NA	pass
70	pass	NA	pass
71	pass	NA	pass
72	pass	NA	pass

Entry #	Qty.	System Serial	System Model	Customer Comments	Unit Model	Unit Serial	KQ #
73	1	67061258	MX920AHT01	Defective	MX920PRO01	67066962	009720005611
74	1	6706348	MX920AHT01	Squealing noise	MX920PRO01	67069794	009721008190
75	1	69163295	MX920AHT01	Right side no noise	MX920PRO01	68188202	009726012917
76	1	69162361	MX920AHT01	NA	MX920PRO01	68188226	009726012897
77	1	69161479	MX920AHT01	NA	MX920PRO01	68189246	009726014102
78	1	67063412	MX920AHT01	NA	MX920PRO01	67069927	009721008201
79	1	69165380	MX920AHT01	NA	MX920PRO01	68191706	009728016346
80	1	69163270	MX920AHT01	NA	MX920PRO01	68188749	009726013455
81	1	70729425	MX920AHT01	NA	MX920PRO01	70760697	009751027075
82	1	69163931	MX920AHT01	NA	MX920PRO01	68190323	009727014858
83	1	69162026	MX920AHT01	NA	MX920PRO01	68187854	009726012484
84	1	69167074	MX920AHT01	Static in voice sounds	MX920PRO01	70753073	009729019726
85	1	67062794	MX920AHT01	NA	MX920PRO01	67068495	009720007413
86	1	70723932	MX920AHT01	Cannot read	MX920PRO01	70750939	009729019969
87	1	69167409	MX920AHT01	nNA	MX920PRO01	70753327	009728019304
88	1	69166289	MX920AHT01	NA	MX920PRO01	70753394	009729019681
89	1	67061479	MX920AHT01	NA	MX920PRO01	67067168	009720005752
90	1	70725459	MX920AHT01	Small speaker	MX920PRO01	68183922	NA
91	1	NA	MX920AHT01	Only one side works	MX920PRO01	68183922	009729020009
92	1	97064149	MX920AHT01	NA	MX920PRO01	70753712	009721007729
93	1	69164120	MX920AHT01	NA	MX920PRO01	67069237	009727015365
94	1	64816032	MX920AHT01	NA	MX920PRO01	68190757	009717000776
95	1	67062398	MX920AHT01	Missing instructions & remote	MX920PRO01	65202896	009720007221
96	1	69163629	MX920AHT01	NA	MX920PRO01	67068402	009728016500
97	1	70722909	MX920AHT01	NA	MX920PRO01	68191855	009729021849
98	1	67060840	MX920AHT01	NA	MX920PRO01	70755754	009720006081
99	1	68188354	MX920AHT01	NA	MX920PRO01	67067688	009726012984
100	1	69163376	MX920AHT01	Doesn't work	MX920PRO01	68188354	009726013338
101	1	69161111	MX920AHT01	NA	MX920PRO01	68188888	009720000554
102	1	69159987	MX920AHT01	NA	MX920PRO01	67067039	009725010259
103	1	67063392	MX920AHT01	NA	MX920PRO01	68158421	009721008226
104	1	68197939	MX940AHT01	Back speaker doesn't work	MX920PRO01	67069928	009729991097
105	1	NA	MX920AHT01	Right channel	MX920PRO01	70755082	009726013412
106	1	69164489	MX920AHT01	NA	MX920PRO01	68188697	009728013460
107	1	70719571	MX920AHT01	NA	MX920PRO01	68188714	009728016700
108	1	67064326	MX920AHTD1	NA	MX920PRO01	70750589	009721008333
				NA	MX920PRO01	67069987	

Entry #	Manuf. Date	Speaker DC Output Voltage	Speaker degradation	Audio Distortion	24 VDC +/-	C5022	C506	C514
73	May-97	pass	pass	pass	pass	pass	pass	pass
74	May-97	pass	pass	pass	pass	pass	pass	pass
75	June-97	pass	pass	pass	pass	pass	pass	pass
76	June-97	pass	pass	pass	pass	pass	pass	pass
77	June-97	pass	pass	pass	pass	pass	pass	pass
78	May-97	pass	pass	pass	pass	pass	pass	pass
79	July-97	pass	pass	pass	pass	pass	pass	pass
80	June-97	pass	pass	pass	pass	pass	pass	pass
81	December-97	pass	pass	pass	pass	pass	pass	pass
82	June-97	pass	pass	pass	pass	pass	pass	pass
83	June-97	pass	pass	pass	pass	pass	pass	pass
84	July-97	pass	pass	pass	pass	pass	pass	pass
85	May-97	pass	pass	pass	fail	pass	pass	pass
86	July-97	pass	pass	NA	fail	pass	pass	pass
87	July-97	fail	pass	pass	pass	pass	pass	pass
88	July-97	pass	pass	pass	pass	pass	pass	pass
89	May-97	pass	pass	pass	pass	pass	pass	pass
90	NA	pass	pass	pass	pass	pass	pass	pass
91	July-97	pass	pass	pass	pass	pass	pass	pass
92	May-97	pass	pass	pass	pass	pass	pass	pass
93	July-97	pass	pass	pass	pass	pass	pass	pass
94	April-97	pass	pass	pass	pass	pass	pass	pass
95	May-97	pass	pass	pass	pass	pass	pass	pass
96	July-97	pass	pass	pass	pass	pass	pass	pass
97	July-97	pass	pass	pass	pass	pass	pass	pass
98	May-97	pass	pass	pass	pass	pass	pass	pass
99	June-97	pass	pass	pass	pass	pass	pass	pass
100	June-97	pass	pass	pass	pass	pass	pass	pass
101	May-97	pass	pass	pass	pass	pass	pass	pass
102	June-97	pass	pass	pass	pass	pass	pass	pass
103	May-97	pass	pass	pass	pass	pass	pass	pass
104	July-97	pass	pass	pass	pass	pass	pass	pass
105	June-97	pass	pass	pass	pass	pass	pass	pass
106	June-97	pass	pass	pass	pass	pass	pass	pass
107	July-97	pass	pass	pass	pass	pass	pass	pass
108	May-97	pass	pass	pass	pass	pass	pass	pass

55



Entry #	Component Failure	Other Defects	Assessment
73	pass	NA	pass
74	pass	NA	pass
75	pass	NA	pass
76	pass	NA	pass
77	pass	NA	pass
78	pass	NA	pass
79	pass	NA	pass
80	pass	NA	pass
81	pass	NA	pass
82	pass	NA	pass
83	pass	NA	pass
84	pass	NA	pass
85	pass	NA	pass
86	fail	NA	fail
87	fail	NA	fail
88	pass	NA	pass
89	pass	NA	pass
90	pass	NA	pass
91	pass	NA	pass
92	pass	NA	pass
93	pass	NA	pass
94	pass	NA	pass
95	pass	NA	pass
96	pass	NA	pass
97	pass	NA	pass
98	pass	Missing surround spkr.	pass
99	pass	NA	pass
100	pass	NA	pass
101	pass	NA	pass
102	pass	NA	pass
103	pass	NA	pass
104	pass	Speaker damaged	pass
105	pass	NA	pass
106	pass	NA	pass
107	pass	Denied unit	pass
108	pass		pass

40



Entry #	Manuf. Date	Speaker DC Output Voltage	Speaker degradation	Audio Distortion	24 VDC +/-	C5022	C506	C514
109	July-97	pass	pass	pass	pass	pass	pass	pass
110	June-97	pass	pass	pass	pass	pass	pass	pass
111	June-97	pass	pass	pass	pass	pass	pass	pass
112	May-97	pass	pass	pass	pass	pass	pass	pass
113	May-97	pass	pass	pass	pass	pass	pass	pass
114	May-97	pass	pass	pass	pass	pass	pass	pass
115	May-97	pass	pass	pass	pass	pass	pass	pass
116	March-97	pass	pass	pass	pass	pass	pass	pass
117	May-97	pass	pass	pass	pass	pass	pass	pass
118	July-97	pass	pass	pass	pass	pass	pass	pass
119	June-97	pass	pass	pass	pass	pass	pass	pass
120	July-97	pass	pass	pass	pass	pass	pass	pass
121	May-97	pass	pass	pass	pass	pass	pass	pass
122	May-97	pass	pass	pass	pass	pass	pass	pass
123	July-97	pass	pass	pass	pass	pass	pass	pass
124	May-97	pass	pass	pass	pass	pass	pass	pass
125	June-97	pass	pass	pass	pass	pass	pass	pass
126	July-97	pass	pass	pass	pass	pass	pass	pass
127	July-97	pass	pass	pass	pass	pass	pass	pass
128	June-97	pass	pass	pass	pass	pass	pass	pass
129		pass	pass	pass	pass	pass	pass	pass
130	July-97	pass	pass	pass	pass	pass	pass	pass
131	May-97	pass	pass	pass	pass	pass	pass	pass
132	May-97	pass	pass	pass	pass	pass	pass	pass
133	May-97	pass	pass	pass	pass	pass	pass	pass
134	May-97	pass	pass	pass	pass	pass	pass	pass
135	May-97	pass	pass	pass	pass	pass	pass	pass
136	July-97	pass	pass	pass	pass	pass	pass	pass
137	July-97	pass	pass	pass	pass	pass	pass	pass
138	May-97	pass	pass	pass	pass	pass	pass	pass
139	May-97	pass	pass	pass	pass	pass	pass	pass
140	May-97	pass	pass	pass	pass	pass	pass	pass
141	May-97	pass	pass	pass	pass	pass	pass	pass
142	May-97	pass	pass	pass	pass	pass	pass	pass
143	May-97	pass	pass	pass	pass	pass	pass	pass
144	May-97	pass	pass	pass	pass	pass	pass	pass

5

Entry #	Component Failure	Other Defects	Assessment
109	pass	NA	pass
110	pass	Speaker not working	pass
111	pass	Speaker damaged	pass
112	pass	NA	pass
113	pass	Unit damage	pass
114	pass	Unit damage	pass
115	pass	NA	pass
116	pass	NA	pass
117	pass	NA	pass
118	pass	NA	pass
119	pass	NA	pass
120	pass	NA	pass
121	pass	NA	pass
122	pass	NA	pass
123	pass	NA	pass
124	pass	Speaker grill damaged	pass
125	pass	NA	pass
126	pass	NA	pass
127	pass	NA	pass
128	pass	NA	pass
129	pass	NA	pass
130	pass	NA	pass
131	pass	NA	pass
132	pass	Speaker damaged	pass
133	pass	Unit damage	pass
134	pass	NA	pass
135	pass	Unit damage	pass
136	pass	NA	pass
137	pass	NA	pass
138	pass	Main speaker dead	pass
139	pass	NA	pass
140	pass	NA	pass
141	pass	NA	pass
142	pass	NA	pass
143	pass	NA	pass
144	pass	Unit damage	pass

57

Entry #	Qty.	System Serial	System Model	Customer Comments	Unit Model	Unit Serial	KQ #
145	1	70720934	MX920AHT01	NA	MX920PRO01	70751529	009728017449
146	1	69158794	MX920AHT01	Not working right	MX920PRO01	68187072	009726011632
147	1	69167332	MX920AHT01	Subwoofer not working	MX920PRO01	70753131	009728019504
148	1	69161311	MX920AHT01	NA	MX920PRO01	68189985	009726014548
149	1	69161983	MX920AHT01	NA	MX920PRO01	68188229	009726012888
150	1	69163354	MX920AHT01	Speakers not working	MX920PRO01	68188841	009726013384
151	1	69163560	MX920AHT01	NA	MX920PRO01	68191676	009728016378
152	1	69160682	MX920AHT01	Unit defective	MX920PRO01	68184877	009721009723
153	1	69161463	MX920AHT01	NA	MX920PRO01	68189699	009726014256
154	1	69160021	MX920AHT01	NA	MX920PRO01	68188251	009726012869
155	1	69162742	MX920AHT01	NA	MX920PRO01	68187022	009726012007
156	1	67062691	MX920AHT01	Volume won't go up w/ remote	MX920PRO01	67069082	009720007488
157	1	67063549	MX920AHT01	Display model	MX920PRO01	67069963	009721008273
158	1	NA	MX920AHT01	NA	MX920PRO01	68184973	009721009794
159	1	67060924	MX920AHT01	Unit bad	MX920PRO01	67068351	009720007104
160	1	70723869	MX920AHT01	Bad speakers	MX920PRO01	70754235	009729020234
161	1	70722683	MX920AHT01	Keeps shorting out	MX920PRO01	70753875	009720006021
162	1	67061105	MX920AHT01	NA	MX920PRO01	67067536	009726014227
163	1	69165154	MX920AHT01	Speakers not working	MX920PRO01	68189727	009727015177
164	1	69165336	MX920AHT01	NA	MX920PRO01	68190630	009726011739
165	1	69162995	MX920AHT01	NA	MX920PRO01	68187039	009732023991
166	1	70726234	MX920AHT01	NA	MX920PRO01	70758767	009719003428
167	1	69159241	MX920AHT01	NA	MX920PRO01	67065039	009732024853
168	1	70727044	MX920AHT01	NA	MX920PRO01	70758785	009721008809
169	1	67063866	MX920AHT01	Volume just comes on	MX920PRO01	68183993	009732024875
170	1	70725443	MX920AHT01	Speakers cut out	MX920PRO01	70758816	009726012252
171	1	69162832	MX920AHT01	Speakers cut out	MX920PRO01	68187560	009718001869
172	1	70720598	MX920AHT01	Speakers cut out	MX920PRO01	85203845	009720006791
173	1	64817286	MX920AHT01	Speakers cut out	MX920PRO01	67088659	009726012951
174	1	69161945	MX920AHT01	NA	MX920PRO01	68188389	009726013452
175	1	69163267	MX920AHT01	Speakers shorted out	MX920PRO01	68188745	009721007859
176	1	NA	MX920AHT01	Remotes red light won't go off	MX920PRO01	67068617	008731023563
177	1	70725160	MX920AHT01	Right side connection won't work	MX920PRO01	70757461	009731023037
178	1	70725287	MX920AHT01	NA	MX920PRO01	70756935	009731023205
179	1	70725083	MX920AHT01		MX920PRO01	70757074	008732023944
180	1	70726411	MX920AHT01		MX920PRO01	70757868	

5

11/14/96

Entry #	Manuf. Date	Speaker DC Output Voltage	Speaker degradation	Audio Distortion	24 VDC +/-	C5022	C506	C514
145	July-97	pass	pass	pass	pass	pass	pass	pass
146	June-97	pass	pass	pass	pass	pass	pass	pass
147	July-97	pass	pass	pass	pass	pass	pass	pass
148	June-97	pass	pass	pass	pass	pass	pass	pass
149	June-97	pass	pass	pass	pass	pass	pass	pass
150	June-97	pass	pass	pass	pass	pass	pass	pass
151	July-97	pass	pass	pass	pass	pass	pass	pass
152	May-97	pass	pass	pass	pass	pass	pass	pass
153	June-97	pass	pass	pass	pass	pass	pass	pass
154	June-97	pass	pass	pass	pass	pass	pass	pass
155	June-97	pass	pass	pass	pass	pass	pass	pass
156	May-97	pass	pass	pass	pass	pass	pass	pass
157	May-97	pass	pass	pass	pass	pass	pass	pass
158	May-97	pass	pass	pass	pass	pass	pass	pass
159	May-97	pass	pass	pass	pass	pass	pass	pass
160	July-97	pass	pass	pass	pass	pass	pass	pass
161	July-97	pass	pass	pass	pass	pass	pass	pass
162	May-97	pass	pass	pass	pass	pass	pass	pass
163	June-97	pass	pass	pass	pass	pass	pass	pass
164	July-97	pass	pass	pass	pass	pass	pass	pass
165	June-97	pass	pass	pass	pass	pass	pass	pass
166	July-97	pass	pass	pass	pass	pass	pass	pass
167	May-97	pass	pass	pass	pass	pass	pass	pass
168	July-97	pass	pass	pass	pass	pass	pass	pass
169	May-97	pass	pass	pass	pass	pass	pass	pass
170	August-97	pass	pass	pass	pass	pass	pass	pass
171	June-97	pass	pass	pass	pass	pass	pass	pass
172	April-97	pass	pass	pass	pass	pass	pass	pass
173	April-97	pass	pass	pass	pass	pass	pass	pass
174	June-97	pass	pass	pass	pass	pass	pass	pass
175	June-97	pass	pass	pass	pass	pass	pass	pass
176	May-97	pass	pass	pass	pass	pass	pass	pass
177	July-97	pass	pass	pass	pass	pass	pass	pass
178	August-97	pass	pass	pass	pass	pass	pass	pass
179	August-97	pass	pass	pass	pass	pass	pass	pass
180	August-97	pass	pass	pass	pass	pass	pass	pass

5

Entry #	Component Failure	Other Defects	Assessment
145	pass	Unit damage	pass
146	pass	NA	pass
147	pass	NA	pass
148	pass	NA	pass
149	pass	NA	pass
150	pass	Unit damage	pass
151	pass	NA	pass
152	pass	NA	pass
153	pass	NA	pass
154	pass	NA	pass
155	pass	Subwoofer damaged	pass
156	pass	Subwoofer damaged	pass
157	pass	NA	pass
158	pass	Unit damage	pass
159	pass	NA	pass
160	pass	NA	pass
161	pass	NA	pass
162	pass	NA	pass
163	pass	NA	pass
164	pass	Subwoofer missing	pass
165	pass	NA	pass
166	pass	NA	pass
167	pass	NA	pass
168	pass	NA	pass
169	pass	Speakers not working	pass
170	pass	NA	pass
171	pass	NA	pass
172	pass	Subwoofer has no output	pass
173	pass	NA	pass
174	pass	NA	pass
175	pass	Subwoofer has no output	pass
176	pass	NA	pass
177	pass	NA	pass
178	pass	NA	pass
179	pass	Main speaker no output	pass
180	pass	Subwoofer missing	pass

5





Entry #	Manuf. Date	Speaker DC Output Voltage	Speaker degradation	Audio Distortion	24 VDC +/-	C5022	C506	C514
181	July-97	pass	pass	pass	pass	pass	pass	pass
182	May-97	pass	pass	pass	pass	pass	pass	pass
183		pass	pass	pass	pass	pass	pass	pass
184	June-97	pass	pass	pass	pass	pass	pass	pass
185	April-97	pass	pass	pass	pass	pass	pass	pass
186	June-97	pass	pass	pass	pass	pass	pass	pass
187	June-97	pass	pass	fail	fail	pass	pass	pass
188	July-97	fail	pass	NA	fail	pass	pass	pass
189	May-97	fail	pass	NA	fail	pass	pass	pass
190	May-97	fail	pass	na	fail	pass	pass	pass
191	June-97	pass	pass	pass	pass	pass	pass	pass
192	July-97	pass	pass	fail	pass	pass	pass	pass
193	May-97	pass	pass	na	fail	pass	pass	pass
194	July-97	fail	pass	pass	pass	pass	pass	pass
195	June-97	pass	pass	pass	pass	pass	pass	pass
196	July-97	pass	pass	pass	pass	pass	pass	pass
197	May-97	pass	pass	pass	pass	pass	pass	pass
198	May-97	pass	pass	pass	pass	pass	pass	pass
199	May-97	pass	pass	pass	pass	pass	pass	pass
200	May-97	pass	pass	pass	pass	pass	pass	pass
201	June-97	pass	pass	pass	pass	pass	pass	pass
202	June-97	pass	pass	pass	pass	pass	pass	pass
203	April-97	pass	pass	pass	pass	pass	pass	pass
204	June-97	pass	pass	pass	pass	pass	pass	pass
205	June-97	pass	pass	pass	pass	pass	pass	pass
206	June-97	pass	pass	pass	pass	pass	pass	pass
207	June-97	pass	pass	pass	pass	pass	pass	pass
208	May-97	pass	pass	pass	pass	pass	pass	pass
209	July-97	pass	pass	pass	pass	pass	pass	pass
210	July-97	pass	pass	pass	pass	pass	pass	pass
211	May-97	pass	pass	pass	pass	pass	pass	pass
212	May-97	pass	pass	pass	pass	pass	pass	pass
213	May-97	pass	pass	pass	pass	pass	pass	pass
214	May-97	pass	pass	pass	pass	pass	pass	pass
215	May-97	pass	pass	pass	pass	pass	pass	pass
216	June-97	pass	pass	pass	pass	pass	pass	pass

Entry #	Component Failure	Other Defects	Assessment
181	pass	Subwoofer has no output	pass
182	pass	NA	pass
183	pass	NA	pass
184	pass	NA	pass
185	pass	NA	pass
186	pass	NA	pass
187	pass	Speaker jack don't work	pass
188	pass	Blown surround spkr.	fail
189	fail	Light out	fail
190	fail	Light out	fail
191	fail	Dead	fail
192	fail	NA	fail
193	pass	Static in sound	fail
194	fail	NA	fail
195	pass	NA	pass
196	pass	NA	pass
197	pass	Some Damage	pass
198	pass	NA	pass
199	pass	Speaker not working	pass
200	pass	NA	pass
201	pass	S. speaker not working	pass
202	pass	NA	pass
203	pass	NA	pass
204	pass	NA	pass
205	pass	NA	pass
206	pass	NA	pass
207	pass	NA	pass
208	pass	NA	pass
209	pass	NA	pass
210	pass	NA	pass
211	pass	NA	pass
212	pass	NA	pass
213	pass	NA	pass
214	pass	8. speaker no output	pass
215	pass	NA	pass
216	pass	NA	pass

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Entry #	Qty.	System Serial	System Model	Customer Comments	Unit Model	Unit Serial	KQ #
217	1	69162061	MX920AHT01	NA	MX920PRO01	68188361	009726012973
218	1	70720967	MX920AHT01	NA	MX920PRO01	70750408	009728017142
219	1	69167474	MX920AHT01	NA	MX920PRO01	70752873	009728019188
220	1	69164163	MX920AHT01	NA	MX920PRO01	68190307	009727014860
221	1	67063080	MX920AHT01	Speakers defective	MX920PRO01	67069531	009721007935
222	1	67061715	MX920AHT01	Speakers blown	MX920PRO01	67067225	009720005665
223	1	70720644	MX920AHT01	NA	MX920PRO01	68190493	009727015040
224	1	70722378	MX920AHT01	Right speaker / right wire	MX920PRO01	70753551	009729019903
225	1	69161891	MX920AHT01	NA	MX920PRO01	68187976	009726012700
226	1	69167453	MX920AHT01	Mising speaker	MX920PRO01	70752480	009728018701
227	1	64815798	MX920AHT01	Speaker grill damage	MX920PRO01	65204486	009719002103
228	1	69158727	MX920AHT01	Not working	MX920PRO01	68186856	009725011513
229	1	69162499	MX920AHT01	Unit Smoking	MX920PRO01	68186517	009726011973
230	1	69161149	MX920AHT01	NA	MX920PRO01	67068246	009720006592
231	1	70723324	MX920AHT01	NA	MX920PRO01	70755630	009729021737
232	1	69162077	MX920AHT01	NA	MX920PRO01	68191032	009727015211
233	1	70724649	MX920AHT01	NA	MX920PRO01	68184745	009721009557
234	1	NA	MX920AHT01	Subwoofer missing	MX920PRO01	70757343	009731023446
235	1	67062197	MX920AHT01	NA	MX920PRO01	70758237	009732024304
236	1	70726148	MX920AHT01	Doesn't work	MX920PRO01	67067116	009720005793
237	1	67060498	MX920AHT01	Not working	MX920PRO01	68188285	009726012829
238	1	69161166	MX920AHT01	Speakers don't work	MX920PRO01	67066458	009720004907
239	1	69158748	MX920AHT01	Speakers don't work	MX920PRO01	68184944	009721009737
240	1	67062098	MX920AHT01	Unit smoked / left ch. not working	MX920PRO01	68185038	009721008882
241	1	NA	MX920AHT01	NA	MX920PRO01	67069234	009721007527
242	1	67063107	MX920AHT01	NA	MX920PRO01	65203011	009717000675
243	1	67058506	MX920AHT01	Distortion & Static	MX920PRO01	67068862	009720007300
244	1	67059791	MX920AHT01	NA	MX920PRO01	65203558	009718001224
245	1	67060828	MX920AHT01	Doesn't work	MX920PRO01	67065035	009719003425
246	1	70727108	MX920AHT01	NA	MX920PRO01	67067651	009720006092
247	1	NA	MX920AHT01	NA	MX920PRO01	70758790	009732024946
248	1	67058541	MX920AHT01	Bad receiver	MX920PRO01	68184081	009721008993
249	1	67059078	MX920AHT01	Bad receiver	MX920PRO01	67064781	009719003130
250	1	67064007	MX920AHT01	Doesn't work	MX920PRO01	65203440	009718001231
251	1	64815457	MX920AHT01	NA	MX920PRO01	67070161	009721008613
252	1			Doesn't work	MX920PRO01	65203211	009718001007

55



Entry #	Component Failure	Other Defects	Assessment
217	pass	Unit damage	pass
218	pass	Speaker damaged	pass
219	pass	Remote & wires missing	pass
220	pass	NA	pass
221	pass	NA	pass
222	pass	NA	pass
223	pass	NA	pass
224	pass	NA	pass
225	pass	Subwoofer missing	pass
226	pass	NA	pass
227	pass	NA	pass
228	pass	NA	pass
229	pass	Spk., rmt., wrs. missing	pass
230	pass	Speaker damaged	fail
231	pass	Subwoofer defective	fail
232	pass	NA	fail
233	pass	Unit quits while testing	fail
234	pass	Speaker jacks damaged	fail
235	fail	Spk missing / damage	fail
236	pass	Speakers crackle	fail
237	pass	Bad speakers	fail
238	pass	Speakers blown	fail
239	pass	Speakers blown	fail
240	pass	Speaker distortion	fail
241	pass	NA	fail
242	fail	Subwoofer scratched	fail
243	fail	NA	fail
244	pass	No sound	fail
245	fail	NA	fail
246	fail	No pwr / remote missing	fail
247	fail	Speaker damaged	fail
248	pass	No power	fail
249	fail	No power	fail
250	fail	Unit damage	fail
251	pass	Damage & discoloration	fail
252	pass		fail

Entry #	Qty.	System Serial	System Model	Customer Comments	Unit Model	Unit Serial	KQ #
253	1	69163362	MX920AHT01	Missing remote	MX920PRO01	6818898	009726013317
254	1	67063848	MX920AHT01	Unit & speaker damage	MX920PRO01	67070342	009721008612
255	1	67062490	MX920AHT01	NA	MX920PRO01	67068943	009721007785
256	1	70721088	MX920AHT01	NA	MX920PRO01	70750833	009728017033
257	1	NA	MX920AHT01	NA	MX920PRO01	70758374	009732024433
258	1	70726632	MX920AHT01	NA	MX920PRO01	70758512	009732024565
259	1	69758874	MX920AHT01	NA	MX920PRO01	70758959	009732025113
260	1	67061709	MX920AHT01	NA	MX920PRO01	68185732	009726011609
261	1	67061484	MX920AHT01	Doesn't work	MX920PRO01	67067295	009720005391
262	1	64815687	MX920AHT01	NA	MX920PRO01	67065630	009719004110
263	1	69161532	MX920AHT01	NA	MX920PRO01	65204328	009719002415
264	1	64817481	MX920AHT01	Right ch. doesn't work	MX920PRO01	68189582	009726014372
265	1	70725221	MX920AHT01	Doesn't work	MX920PRO01	65202814	009717000591
266	1	69165959	MX920AHT01	NA	MX920PRO01	78750314	009728016358
267	1	69186399	MX920AHT01	NA	MX920PRO01	70752492	009728018693
268	1	69165147	MX920AHT01	Doesn't work	MX920PRO01	70753421	009729019656
269	1	64816848	MX920AHT01	NA	MX920PRO01	68188544	009726013199
270	1	64815942	MX920AHT01	NA	MX920PRO01	65202218	009717000027
271	1	67059871	MX920AHT01	Doesn't work	MX920PRO01	65203644	009718001525
272	1	70722730	MX920AHT01	Speaker cracked	MX920PRO01	67065656	009719004138
273	1	70725884	MX920AHT01	Static	MX920PRO01	70755430	009728018266
274	1	NA	MX920AHT01	Volume defective	MX920PRO01	70758861	009732024926
275	1	70722196	MX920AHT01	Sound defective	MX920PRO01	68190847	009727015408
276	1	70726221	MX920AHT01	Speaker frayed	MX920PRO01	70755028	009729021217
277	1	69161850	MX920AHT01	NA	MX920PRO01	70758770	009732024814
278	1	69162178	MX920AHT01	Shop worm	MX920PRO01	68188048	009726012746
279	1	70720788	MX920AHT01	Speaker static	MX920PRO01	68188010	009726012673
280	1	64817671	MX920AHT01	Subwoofer not working	MX920PRO01	70751867	009728017089
281	1	64816722	MX920AHT01	Clock won't set	MX920PRO01	70755993	009729022115
282	1	69161401	MX920AHT01	Refrigerator defect / speakers buzz	MX920PRO01	65204194	009718001731
283	1	70723598	MX920AHT01	Center speaker rattles	MX920PRO01	68189578	009726014370
284	1	NA	MX920AHT01	Remote & wires defective	MX920PRO01	70755326	009729018812
285	1	70726365	MX920AHT01	NA	MX920PRO01	70751246	009728017726
286	1	70724054	MX920AHT01	Receiver doesn't work	MX920PRO01	70757198	009731023222
287	1	67063785	MX920AHT01	Volume defective	MX920PRO01	70756898	009731023103
288	1		MX920AHT01	NA	MX920PRO01	68190388	009727014782

Entry #	Manuf. Date	Speaker DC Output Voltage	Speaker degradation	Audio Distortion	24 VDC +/-	C5022	C506	C514
253	June-97	fail	pass	na	pass	pass	pass	pass
254	May-97	fail	pass	na	fail	pass	pass	pass
255	May-97	fail	pass	na	pass	pass	pass	pass
256	July-97	fail	pass	na	pass	fail	pass	pass
257	July-97	fail	pass	na	fail	pass	pass	pass
258	July-97	pass	pass	na	pass	pass	pass	pass
259	July-97	fail	pass	pass	fail	pass	pass	pass
260	June-97	pass	pass	pass	pass	pass	pass	pass
261	May-97	pass	pass	pass	pass	pass	pass	pass
262	May-97	pass	pass	pass	pass	pass	pass	pass
263	May-97	pass	pass	pass	pass	pass	pass	pass
264	June-97	pass	pass	pass	pass	pass	pass	pass
265	April-97	pass	pass	pass	pass	pass	pass	pass
266	July-97	pass	pass	pass	pass	pass	pass	pass
267	July-97	pass	pass	pass	pass	pass	pass	pass
268	July-97	pass	pass	pass	pass	pass	pass	pass
269	June-97	pass	pass	pass	pass	pass	pass	pass
270	April-97	pass	pass	pass	pass	pass	pass	pass
271	April-97	pass	pass	pass	pass	pass	pass	pass
272	May-97	pass	pass	pass	pass	pass	pass	pass
273	July-97	pass	pass	pass	pass	pass	pass	pass
274	July-97	pass	pass	pass	pass	pass	pass	pass
275	July-97	pass	pass	pass	pass	pass	pass	pass
276	July-97	pass	pass	pass	pass	pass	pass	pass
277	July-97	pass	pass	pass	pass	pass	pass	pass
278	June-97	pass	pass	pass	pass	pass	pass	pass
279	June-97	pass	pass	pass	pass	pass	pass	pass
280	July-97	pass	pass	pass	pass	pass	pass	pass
281	July-97	pass	pass	pass	pass	pass	pass	pass
282	April-97	pass	pass	pass	pass	pass	pass	pass
283	June-97	pass	pass	pass	pass	pass	pass	pass
284	July-97	fail	pass	na	pass	pass	pass	pass
285	July-97	fail	pass	na	pass	pass	pass	pass
286	July-97	fail	pass	na	pass	pass	pass	pass
287	July-97	fail	pass	pass	pass	pass	pass	pass
288	July-97	fail	pass	pass	pass	pass	pass	pass

Entry #	Component Failure	Other Defects	Assessment
253	pass	NA	fail
254	fail	Remote & wires missing	fail
255	pass	NA	fail
256	pass	NA	fail
257	fail	Subwoofer damaged	fail
258	fail	Unit & speaker damage	fail
259	pass	Subwoofer missing	fail
260	fail	Light out	fail
261	pass	NA	pass
262	pass	NA	pass
263	pass	NA	pass
264	pass	NA	pass
265	pass	Subwoofer has no output	pass
266	pass	NA	pass
267	pass	NA	pass
268	pass	NA	pass
269	pass	NA	pass
270	pass	NA	pass
271	pass	NA	pass
272	pass	NA	pass
273	pass	NA	pass
274	pass	NA	pass
275	pass	Remote damaged	pass
276	pass	NA	pass
277	pass	NA	pass
278	pass	Unit & speaker damage	pass
279	pass	NA	pass
280	pass	NA	pass
281	pass	NA	pass
282	pass	NA	pass
283	pass	NA	pass
284	pass	Subwoofer damaged	fail
285	pass	Light out	fail
286	pass	NA	fail
287	pass	Remotes & wires missing	fail
288	pass		fail

66



Entry #	Qty.	System Serial	System Model	Customer Comments	Unit Model	Unit Serial	KQ #
289	1	NA	MX920AHT01	NA	MX920PRO01	68186802	009725011503
290	1	70721627	MX920AHT01	Volume defective	MX920PRO01	70752345	009728018525
291	1	69160262	MX920AHT01	NA	MX920PRO01	67070080	008721008324
292	1	69164495	MX920AHT01	Been used	MX920PRO01	68188964	009726013549
293	1	64815867	MX920AHT01	NA	MX920PRO01	65202637	009717000442
294	1	67059923	MX920AHT01	NA	MX920PRO01	67064748	009719003168
295	1	69161856	MX920AHT01	Speaker cracked	MX920PRO01	68187979	009726012699
296	1	64817917	MX920AHT01	Unit & remote defective	MX920PRO01	65203843	009718001670
297	1	70724928	MX920AHT01	Speakers don't work	MX920PRO01	70757121	008731023223
298	1	NA	MX920AHT01	Speakers don't work	MX920PRO01	68189897	009726014461
299	1	67063761	MX920AHT01	NA	MX920PRO01	67070316	009721008442
300	1	69163127	MX920AHT01	NA	MX920PRO01	68188381	009726012963
301	1	67063618	MX920AHT01	NA	MX920PRO01	67070058	009721008732
302	1	67059923	MX920AHT01	NA	MX920PRO01	67064748	009719003168
303	1	69164426	MX920AHT01	NA	MX920PRO01	68191472	009728016107
304	1	69163041	MX920AHT01	NA	MX920PRO01	68188600	009726013133
305	1	69161208	MX920AHT01	Speaker blown	MX920PRO01	68184749	009721009671
306	1	70721040	MX920AHT01	NA	MX920PRO01	70751352	009728017626
307	1	69162623	MX920AHT01	NA	MX920PRO01	68186596	009726011901
308	1	67060658	MX920AHT01	Bad speakers	MX920PRO01	67069334	009720007126
309	1	69161057	MX920AHT01	NA	MX920PRO01	68184984	009721009814
310	1	67060684	MX920AHT01	Left speaker does not work	MX920PRO01	67066583	009720005209
311	1	67060490	MX920AHT01	NA	MX920PRO01	67066634	009720005237
312	1	67059652	MX920AHT01	NA	MX920PRO01	67066050	009720004869
313	1	70723542	MX920AHT01	NA	MX920PRO01	70755250	009729021584
314	1	67061193	MX920AHT01	Parts missing	MX920PRO01	70754614	009729021068
315	1	70724976	MX920AHT01	NA	MX920PRO01	70758589	009732024647
316	1	70724886	MX920AHT01	NA	MX920PRO01	70757603	009732023714
317	1	NA	MX920AHT01	NA	MX920PRO01	70758470	009732024693
318	1	NA	MX920AHT01	NA	MX920PRO01	70754019	00972902045
319	1	NA	MX920AHT01	NA	MX920PRO01	70755030	009729021209
320	1	64817996	MX920AHT01	Two speakers don't work	MX920PRO01	67064377	009719002754
321	1	61817317	MX920AHT01	NA	MX920PRO01	67069088	009721007552
322	1	69162925	MX920AHT01	NA	MX920PRO01	68188919	009728013372
323	1	69161840	MX920AHT01	NA	MX920PRO01	68187705	009726012648
324	1	69163424	MX920AHT01	NA	MX920PRO01	68191562	009728016022

Entry #	Manuf. Date	Speaker DC Output Voltage	Speaker degradation	Audio Distortion	24 VDC +/-	C5022	C506	C514
289	June-97	pass	pass	pass	pass	pass	pass	pass
290	July-97	pass	pass	pass	pass	pass	pass	pass
291	May-97	pass	pass	pass	pass	pass	pass	pass
292	June-97	pass	pass	pass	pass	pass	pass	pass
293	April-97	pass	pass	pass	pass	pass	pass	pass
294	May-97	pass	pass	pass	pass	pass	pass	pass
295	June-97	pass	pass	pass	pass	pass	pass	pass
296	April-97	pass	pass	pass	pass	pass	pass	pass
297	August-97	pass	pass	pass	pass	pass	pass	pass
298	June-97	pass	pass	pass	pass	pass	pass	pass
299	May-97	pass	pass	pass	pass	pass	pass	pass
300	June-97	pass	pass	pass	pass	pass	pass	pass
301	May-97	pass	pass	pass	pass	pass	pass	pass
302	May-97	pass	pass	pass	pass	pass	pass	pass
303	July-97	pass	pass	pass	pass	pass	pass	pass
304	June-97	pass	pass	pass	pass	pass	pass	pass
305	May-97	pass	pass	pass	pass	pass	pass	pass
306	July-97	pass	pass	pass	pass	pass	pass	pass
307	June-97	pass	pass	pass	pass	pass	pass	pass
308	May-97	pass	pass	pass	pass	pass	pass	pass
309	May-97	pass	pass	pass	pass	pass	pass	pass
310	May-97	pass	pass	pass	pass	pass	pass	pass
311	May-97	pass	pass	pass	pass	pass	pass	pass
312	May-97	pass	pass	pass	pass	pass	pass	pass
313	July-97	pass	pass	pass	pass	pass	pass	pass
314	July-97	pass	pass	pass	pass	pass	pass	pass
315	July-97	pass	pass	pass	pass	pass	pass	pass
316	July-97	pass	pass	pass	pass	pass	pass	pass
317	July-97	pass	pass	pass	pass	pass	pass	pass
318	July-97	pass	pass	pass	pass	pass	pass	pass
319	July-97	pass	pass	pass	pass	pass	pass	pass
320	May-97	pass	pass	pass	pass	pass	pass	pass
321	May-97	pass	pass	pass	pass	pass	pass	pass
322	June-97	pass	pass	pass	pass	pass	pass	pass
323	June-97	pass	pass	pass	pass	pass	pass	pass
324	July-97	pass	pass	fail	pass	pass	pass	pass

Entry #	Component Failure	Other Defects	Assesment
289	pass	NA	pass
290	pass	NA	pass
291	pass	NA	pass
292	pass	NA	pass
293	pass	NA	pass
294	pass	NA	pass
295	pass	Speaker damaged	pass
296	pass	NA	pass
297	pass	NA	pass
298	pass	Wires missing	pass
299	pass	NA	pass
300	pass	NA	pass
301	pass	NA	pass
302	pass	NA	pass
303	pass	NA	pass
304	pass	NA	pass
305	pass	NA	pass
306	pass	NA	pass
307	pass	Cir. spk no output	pass
308	pass	NA	pass
309	pass	Center speaker missing	pass
310	pass	Light out	pass
311	pass	NA	pass
312	pass	NA	pass
313	pass	NA	pass
314	pass	NA	pass
315	pass	NA	pass
316	pass	Main speaker dented	pass
317	pass	Remote & spk missing	pass
318	pass	Speakers missing	pass
319	pass	Major speaker damage	pass
320	pass	NA	pass
321	pass	NA	pass
322	pass	NA	pass
323	pass	Distortion	fail
324	pass		

Entry #	Qty.	System Serial	System Model	Customer Comments	Unit Model	Unit Serial	KQ. #
325	1	69164344	MX920AHT01	NA	MX920PRO01	68190807	009727015534
326	1	70725997	MX920AHT01	NA	MX920PRO01	70758560	009732024848
327	1	70728413	MX920AHT01	NA	MX920PRO01	70758809	009732024851
328	1	70722835	MX920AHT01	NA	MX920PRO01	70755420	009728018219
329	1	67064359	MX920AHT01	NA	MX920PRO01	68184347	009721009172
330	1	70725076	MX920AHT01	NA	MX920PRO01	70757601	009731023682
331	1	69161421	MX920AHT01	NA	MX920PRO01	70757211	009731023304
332	1	69168866	MX920AHT01	Receiver damaged	MX920PRO01	68190008	009726014571
333	1	70723612	MX920AHT01	NA	MX920PRO01	70755301	009729021599
334	1	70726145	MX920AHT01	NA	MX920PRO01	70758322	009732024360
335	1	70726647	MX920AHT01	NA	MX920PRO01	70758730	009732024757
336	1	70724572	MX920AHT01	NA	MX920PRO01	70756856	009731022959
337	1	70725573	MX920AHT01	Doesn't work	MX920PRO01	70757848	009732024054
338	1	70721073	MX920AHT01	Makes humming noise	MX920PRO01	70750628	009728016674
339	1	67060180	MX920AHT01	NA	MX920PRO01	67065603	009719004134
340	1	67061434	MX920AHT01	NA	MX920PRO01	67069539	009721007939
341	1	NA	MX920AHT01	NA	MX920PRO01	68186534	009726011994
342	1	NA	MX920AHT01	NA	MX920PRO01	68187607	009726012217
343	1	NA	MX920AHT01	NA	MX920PRO01	68189876	009726014598
344	1	70721004	MX920AHT01	NA	MX920PRO01	70751389	009728017595
345	1	69159882	MX920AHT01	NA	MX920PRO01	68185821	009725010540
346	1	67062239	MX920AHT01	NA	MX920PRO01	65203433	009718001277
347	1	67058585	MX920AHT01	NA	MX920PRO01	67066139	009720004723
348	1	67059282	MX920AHT01	NA	MX920PRO01	67066355	009720004854
349	1	70722168	MX920AHT01	NA	MX920PRO01	70754878	009729021304
350	1	70725392	MX920AHT01	NA	MX920PRO01	70758207	009732024277
351	1	67060615	MX920AHT01	NA	MX920PRO01	70758207	009720005886
352	1	69163088	MX920AHT01	NA	MX920PRO01	67067432	009721008016
353	1	70721445	MX920AHT01	NA	MX920PRO01	67069888	009726013232
354	1	70723461	MX920AHT01	Sound button not functioning	MX920PRO01	68188514	009728018081
355	1	67061307	MX920AHT01	Speaker doesn't work	MX920PRO01	70751950	009729020132
356	1	64818903	MX920AHT01	NA	MX920PRO01	67067182	009726065691
357	1	64818253	MX920AHT01	NA	MX920PRO01	65203346	009718001478
358	1	69167488	MX920AHT01	NA	MX920PRO01	65204184	009717000214
359	1	NA	MX920AHT01	NA	MX920PRO01	70752807	009728019236
360	1	NA	MX920AHT01	NA	MX920PRO01	65204637	009719002505

of

Entry #	Manuf. Date	Speaker DC Output Voltage	Speaker degradation	Audio Distortion	24 VDC +/-	C5022	C506	C514
325	July-97	pass	pass	pass	pass	pass	pass	pass
326	July-97	pass	pass	fail	pass	fail	fail	fail
327	July-97	pass	pass	fail	pass	fail	pass	pass
328	July-97	pass	pass	fail	fail	pass	pass	pass
329	May-97	pass	pass	na	pass	pass	pass	pass
330	July-97	fail	pass	na	NA	pass	pass	pass
331	July-97	fail	pass	na	pass	pass	pass	pass
332	June-97	fail	pass	pass	pass	fail	pass	fail
333	July-97	pass	fail	fail	pass	fail	pass	fail
334	July-97	pass	fail	fail	pass	pass	pass	pass
335	July-97	pass	pass	NA	pass	pass	pass	pass
336	July-97	pass	pass	pass	pass	pass	pass	pass
337	July-97	pass	pass	fail	pass	pass	pass	pass
338	July-97	pass	pass	fail	fail	pass	pass	pass
339	May-97	pass	pass	pass	pass	pass	pass	pass
340	May-97	pass	pass	fail	pass	pass	pass	pass
341	June-97	pass	pass	fail	pass	pass	pass	pass
342	June-97	fail	pass	NA	pass	pass	pass	pass
343	June-97	fail	pass	NA	pass	pass	pass	pass
344	July-97	fail	pass	NA	pass	pass	pass	pass
345	June-97	fail	pass	NA	pass	pass	pass	pass
346	April-97	fail	pass	NA	fail	pass	pass	pass
347	May-97	fail	pass	NA	pass	NA	NA	NA
348	May-97	fail	pass	na	pass	pass	pass	pass
349	July-97	fail	pass	na	fail	pass	pass	pass
350	July-97	fail	pass	na	pass	pass	pass	pass
351	May-97	fail	pass	pass	pass	pass	pass	pass
352	May-97	pass	pass	pass	pass	pass	pass	pass
353	June-97	pass	pass	pass	pass	pass	pass	pass
354	July-97	pass	pass	pass	pass	pass	pass	pass
355	July-97	pass	pass	pass	pass	pass	pass	pass
356	May-97	pass	pass	pass	pass	pass	pass	pass
357	April-97	pass	pass	pass	pass	pass	pass	pass
358	April-97	pass	pass	pass	pass	pass	pass	pass
359	July-97	pass	pass	pass	pass	pass	pass	pass
360	May-97	pass	pass	pass	pass	pass	pass	pass

69

Entry #	Component Failure	Other Defects	Assessment
325	fail	NA	fail
326	fail	Subwoofer blown	fail
327	fail	Spk & volume defective	fail
328	pass	No speaker output	fail
329	fail	Light out / No spk works	fail
330	pass	NA	fail
331	pass	n	fail
332	fail	No power	pass
333	pass	Speaker missing	fail
334	fail	NA	fail
335	fail	NA	pass
336	pass	Receiver shorted out	fail
337	pass	subwoofer damaged	fail
338	pass	Circuit board missing	fail
339	fail	NA	fail
340	pass	NA	fail
341	pass	Subwoofer distorted	fail
342	pass	Shipping unit busted	fail
343	pass	Wont' turn on and off	fail
344	pass	Main speaker busted	fail
345	pass	NA	fail
346	pass	NA	fail
347	pass	NA	fail
348	fail	NA	fail
349	fail	NA	fail
350	pass	NA	fail
351	fail	NA	fail
352	pass	NA	pass
353	pass	NA	pass
354	pass	NA	pass
355	pass	NA	pass
356	pass	NA	pass
357	pass	NA	pass
358	pass	NA	pass
359	pass	NA	pass
360	pass	Speaker damage	pass

20