

As you may already be aware, we are in the process of weeding out the inventory of Freedom Series wireless receivers which are known to have noise/squelch/dropout problems. We will try to systematically and expeditiously replace all "bad" dealer stock and customer units which are known to have this problem. We have ample inventory of "good" units for exchange. The following procedure has been set up to effect replacement of all said units:

1) Models with the following serial numbers are suspect:

WRR-801 S/N 100299 and lower

WRU-801 S/N 100840 and lower

WRR-800 S/N 101224 and lower

ALL DEMO KITS ARE BAD!!! Return ENTIRE kit to Teaneck or Cypress Service for replacement.

All PACS (GTR, Handheld and Lav.) are believed to be GOOD. If a problem occurs with a PAC receiver, please note the S/N and follow below procedure. Otherwise this applies only to stand alone units.

2) If dealer has UNOPENED units in inventory or from customer, whose S/N corresponds to above, please have them issue PO# for advance replacement and request ATR for return units. These units should be returned to either Cypress or Teaneck Sony Service Centers. Sony will pay shipping both ways.

3) If a problem has been identified on opened units from inventory or from customer, ask them to check S/N and if it corresponds to suspect number, follow above procedure.

4) ALL OTHER UNITS WHOSE S/N'S DO NOT MATCH CORRESPONDING LIST-RETURN TO NORMAL WARRANTY SERVICE.

RAM's, please make sure all reps notify their dealers to check current stock and are aware they must follow the above procedure for their current inventory and for customer returns.

Thank you all for your patience and cooperation in helping us expedite this. Please call or cc:mail me if you have any further questions.

Regards,

Bob