

**Model:** SU-27FD3, SU-32FD3, SU-36FD3**No. 506****Subject:** Repair of TV Stand**Date:** October 16, 2000**Symptom:****(116X)**

Gray plastic decorative part (ornamental cover) falls off during TV Stand assembly or when placing/removing TV set from stand.

The ornamental front cover should not be installed, until the set is placed properly on top of the stand. If the cover is installed before installing the TV, the cover can be pushed forward causing the staple, which attaches the rail that the cover slides onto, to become loose.

**Note:**

The Assembly Instruction Manual explicitly states that the TV should be properly positioned on the stand before placement of ornamental covers. Affixing the ornamental cover prior to installation of TV provides potential for high impact to part attached by staple resulting in the removal of the decorative part.

**SOLUTION:**

Reattach existing plastic parts with 1" Panel Board Nails provided by manufacturer's Service Center. Manufacturer: Tocabi America Corporation.

Sony Operator should recommend that customer complete TV Stand Warranty Card with short description of problem (ex: staples removed, etc.). Fax card, along with copy of sales receipt, to (619) 656-8181. After this operation, customer will receive "FD3 fix-it kit" within 5 days.

If customer feels need to follow-up with their request, please provide Tocabi Service Center phone number (619) 661-6136 ext. 204.

**"FD3 fix-it-kit" contents:**

- (5) 1" Panel Board Nails.
- (1) Metal Dowel for ease of installation.
- (1) Service Instruction

SU-27FD3	SU-32FD3	SU-36FD3
KV-27FV15	KV-32FV15	KV-36FV15
KV-27FV16	KV-32FV16	KV-36FV16
KV-27FS12	KV-32FV26	KV-36FV26
KV-27FS16	KV-32FS12	KV36FS12
	KV-32FS16	KV-36FS16