

Date: Sat, 5 Dec 2009 12:33:09 -0500
From: canada_custserv@info.sel.sony.com
Subj : KDF-60WF655
To: [REDACTED]@shaw.ca

Mike,

I'm sorry; the Sony KDF-60WF655 60" High Definition LCD Projection Television is not known by Sony to be defective in any way and we are not aware of a problem. Sony does not address any comments published on, or quoted from a non-Sony website. I suggest that you initiate the online repair request using the information provided in the previous mail to get the TV repaired.

We wish to assure you that Sony products do enjoy an excellent reputation for reliability. Despite the precautions taken during the course of design and production, as well as quality assurance, no manufacturer can completely eliminate potential component failure. We can only hope that your faith in Sony products be restored.

Thank you for choosing Sony.

Sony of Canada, Ltd.
C6LR
Harry

Original Message Follows:

Blake;

So are you saying it's not the optical block problem so prevalent with these Sony TV's? I registered my product with Sony, and was never made aware of any offer to extend warranty or have compensation for repair to the optical block. I expect a unit which cost me \$5,130 to last longer than 5 years, with today's technology. You may find the reading at the following address somewhat interesting, and there are many other web-sites re: this problem.

<http://sites.google.com/site/sonylcdrptvproblems/>

.....Mike.....

Date: Fri, 4 Dec 2009 16:44:27 -0500
From: canada_custserv@info.sel.sony.com
Subj : KDF-60WF655
To: [REDACTED]@shaw.ca

Mike [REDACTED],

Thank you for contacting Sony Support.

I'm sorry that there are blue lines on the display of your Sony TV. Please follow the steps given below to troubleshoot the issue:

- Make sure that you have connected the source to the television properly and securely.
- Connect the video source to a different input on the television and check the operation.
- Connect a different video source to the television and check the operation.
- Unplug the power cord of the unit from the wall outlet for few minutes, then connect it back again and check the operation.
- Replace the connecting cable and check the operation.
- Reset the TV to factory settings. To reset your TV to factory settings, turn the TV ON. Then, while pressing the RESET button on the remote control, press the POWER button on the TV. The TV will turn itself OFF then back ON.

If the issue persists after following all the steps service will be required. You can find repair information and initiate service at:

<http://www.sony.ca/view/servicelocator.htm>

Thank you for being a valued Sony Customer.

Sony of Canada, Ltd.

C6MF

Blake

Original Message Follows:

Email Address: [REDACTED]@shaw.ca
Name : [REDACTED]
Address : [REDACTED]
:
:
Phone : [REDACTED]
Prod Category: KDF-60WF655
Subject : Wega
O/S : -Select One-
Model/SN : KDF-60WF655 / [REDACTED]
Region :

Message : After watching a program with horizontal bars, there is a distinct blue line left on-screen where the bottom bar was with vertical bars there is a blue line where the right bar was with bars on all sides blue lines are left where the bottom and right bars were. Also, there is a blue triangle always in the bottom left hand corner of the screen.