

-----Original Message-----

From: [REDACTED]
Sent: Monday, May 04, 2009 17:32
To: 'Support'
Subject: RE: KDF-E42A10

For Derrick;

If Sony is not aware of any problems with the A10/A20 series LCD sets, may I recommend you check Case 3:08-cv-02276-WQH-LSP, filed 02/18/2009. The suit is pending before the Honorable Thomas J. Whelan in the United States District Court, Southern District of California.

Thank You
[REDACTED]

-----Original Message-----

From: Support [<mailto:support@info.sel.sony.com>]
Sent: Sunday, May 03, 2009 11:49
To: [REDACTED]
Subject: Re: KDF-E42A10

[REDACTED],
Thank you for contacting Sony Support.

I'm sorry for the inconvenience you're experiencing as there is yellow tint and blue hazy lines on the screen of your Sony TV. The Sony KDF-E42A10 TV 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.

However, Based on the information provided I suggest you to follow the steps given below to try troubleshoot the issue.

Turn off the television.

Unplug the television power cord from the electrical outlet.

Disconnect all the video sources connected to TV.

Let the television remain without power for 60 seconds.

Plug the power cord back into the electrical outlet and connect the video sources.

Turn on the television.

If the issue is not resolved try with different video sources.

Try different cables.

Reset the TV. Please refer to page 93 of the instruction manual for information to reset your TV to factory settings.

You can view, save and/or print our manuals from our website at:

<https://www.docs.sony.com>

If you experience any difficulties in downloading the instruction manual please visit:

<http://www.kb.sony.com/selfservice/documentLink.do?externalId=C257998>

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

<http://eservice.sony.com>

Thank you for being a valued Sony Customer.

The Sony Email Response Team
C6UH
Derrick

Original Message Follows:

Email Address: [REDACTED]
Privacy Flag : No
Name : [REDACTED]
Street : [REDACTED]
Zip : [REDACTED]
Phone : [REDACTED]
Product Group: Sony
O/S : TV System
Model : KDF-E42A10
Question : Serial [REDACTED] : has a yellow tint with hazy blue vertical line down center of screen. I am aware that this is a common problem with Sony optical blocks. Is Sony providing any relief to owners of 42A10 sets?