

chat id : bd012366-c4c9-41ef-91e7-2687682828b1

Problem : Are there any problems with the 55

Hannah_ > Hi Nick. Welcome to Sony Online Support. I'm Hannah. Please allow me a moment to review your concern.

Hannah_ > Thank you for waiting, Nick. I'm sorry that blue tint is appearing in the TV screen. I'll be glad to assist you with this.

Hannah_ > When did this first start occurring?

Nick > As I noted about 10-12 months ago. It was minimal at the time but has gotten extremely bad.

Hannah_ > I am sorry for that, Nick.

Hannah_ > Does this happen with the TV when playing different video sources like a VCR or a DVD Player also?

Nick > It doesn't matter which source.. even when turning on the blue is still there

Hannah_ > Thank you for the information.

Hannah_ > Does this happen with the TV when playing different video sources like a VCR or a DVD Player also?

Hannah_ > I'm sorry for the typo.

Hannah_ > Please ignore my previous statement.

Hannah_ > Lets try resetting the TV to the factory settings and check if that helps.

Hannah_ > Please follow the 4 steps to reset the TV to the factory settings.

Hannah_ > Please turn ON the TV.

Hannah_ > While holding down the RESET button on the Remote control, press the POWER button on the TV.

Hannah_ > The TV will turn itself OFF, then back ON again.

Hannah_ > Release the RESET button.

Nick > Okay... I should probably let you know I am having to record this transaction for a potential lawsuit.... Please proceed if this is not a pre-determined help program.

Hannah_ > I am sorry, Nick. We don't have any known issue with this TV.

Hannah_ > However, I suggest you to please try resetting the TV to factory defaults.

Nick > Obviously these are pre-canned responses to the issue that Sony says do Not exist. You know the blue optical block issue is THE problem. I now actually have the conflicting issue (recorded) I needed to proceed with the issue at hand.

Nick > Any resetting, etc... is an attempt to, once again, cover up the faulty workmanship.

Nick > Was there an extended warranty put forth until DEC 08 on this type set for that issue?

Hannah_ > I re-checked the database and the had extended warranty for the optical block issue.

Nick > Am I covered?

Hannah_ > I am sorry, Nick. As the extended warranty has been expired, it is not covered under warranty now.

Nick > Did Sony customer support/service notify customers of the issue and if so how?

Hannah_ > Yes, we have notified the customer through e-mail who has registered the TV online.

Nick > What information was provided in the email that was sent? Do you have a copy of the "form letter" that was sent via email? I was never advised, no matter which media, of the problem at hand. If so properly advised I would have taken the proper steps to correct such an issue.

Hannah_ > I am sorry, Nick. We don't have the information about the e-mail.

Nick > Hannah, should I be talking to someone else?

Hannah_ > Sony makes active use of customer feedback to improve our products

Hannah_ > . Complaints, suggestions, ideas and reports of malfunctions received from customers at the Customer Information Center after purchase are promptly and accurately evaluated and disseminated to the planning and design groups so that improvements in product quality can be made in a timely fashion.

Hannah_ > Please contact our Customer Information Service Center at 1800-222-7669 regarding this issue.

Hannah_ > Their hours of operation are as follows:

Mon - Fri 9:00 AM - 10:00 PM (EST).

Sat - Sun 10:30 AM - 7:15 PM (EST).

Nick > That's great.. how did Sony make use of my \$3200 to better it's customer service?

Nick > Sony should indulge in the forums that are built, on the web, about your faulty product... KNOWN

FAULTY product ine!!

Nick > I feel we are at the end of customer service chat and hope the supervisor standing close to you had some great input on this situation.

Nick > Thanks for your help.. (Be advised this entire correspondance has bbeen recorede)

Hannah_ > Okya, Nick.

Hannah_ > You're welcome.

Hannah_ > It was a pleasure assisting you.

Hannah_ > Good-bye and thank you for contacting Sony Online Support.

Hannah_ > Analyst has closed chat and left the room

Mail has been sent to:

chat id : fabd8071-f599-4897-b8c4-6882d9956054

Problem : Blue optical block

Kristen_ > Hi Nick. Welcome to Sony Online Support. I'm Kristen. Please allow me a moment to review your concern

Nick > Kristen - Blue Optical block on my Wega set - any input?

Kristen_ > Thank you for waiting, Nick. I'm sorry that the image on the TV screen is appearing blue. I'll be glad to assist you with this.

Kristen_ > Please let me know the video sources connected to the TV.

Nick > No need to go through the standard procedures. Is Sony planning to assist customers with this issue? I understand the "extended warranty" through Dec 08 is over.

Nick > Any plans for the customers that did not get informed?

Nick > Who do I need to talk to?

Kristen_ > I am sorry Nick. This is not a known issue with this TV and hence there is no extended warranty available for this TV.

Nick > There was wasn't there? It was extended up to Dec of 2008 on this known optical block issue.

Nick > Has Sony completely put their head in the sand?

Kristen_ > I am really sorry, Nick. The warranty period is expired and it is required to pay for the service.

Nick > Pay for what service? The optical block issue that has multiple class action lawsuits pending against sony - but there isn't an issue; right?

Kristen_ > Yes, you're correct Nick. But since the extended warranty period for the optical Block issue is expired, it is required to, pay for the service.

Nick > Well - I am talking to another outstanding Sony representative. Guess the "good ole" sony boys have all of their reps trained to respond in the best interest of the company, not the customer. Soon Sony will be "paying for their service" like you said I have to pay for mine.

Kristen_ > I didn't receive a response. Are you still with me?

Nick > You CAN buy better you just can't pay more!

Nick > Thanks

Kristen_ > You're welcome.

Kristen_ > Good-bye and thank you for contacting Sony Online Support.

Kristen_ > Analyst has closed chat and left the room