

From: Petescia, Philip [REDACTED]
Sent: Thursday, July 12, 2007 8:05 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE:

Hi [REDACTED]

I'm forwarding this email to Sandra Gomez who is the manger responsible for overseeing servicers in this area. I am asking Sandra to oversee this repair and make sure George Meyer gets the job done and properly.

I'm sorry about the overall experience you've had with this TV as it's certainly not up to the level of quality or service we want to deliver.

I can tell you that the optical block has been reengineered and is not expected to fail every 12 months. However please keep my contact information and should you find yourself dissatisfied with the performance of the TV after the repair, let me know and we will continue to try to find an acceptable solution for you.

Regards,

Philip Petescia
Vice President Worldwide Support
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