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#### A. GENERAL CLAIM INFORMATION

#### A1 DEFINITIONS

For the purpose of this manual the terms listed below should be understood by distributor personnel responsible for preparing material warranty claims to be submitted to Consumer Electronics for credit.

- Arm Arm assembly in a VideoDisc player. Tracks the grooves in a videodisc. The entire assembly was eligible for warranty replacement in the "F" and "G" model years. Only the resonator circuit and cartridge are eligible, as assemblies, for warranty replacement starting with the "J" model year.
- C & C Claim and Credit Adjustments. A form listing parts claimed for warranty credit from Consumer Electronics by a distributor.
- Capacitor A "Servicer Scrap" part which is scrapped in the field by a Service Agent, includes all types electrolytic, paper, ceramic, disc, tantalum, film, etc.
- Cartridge The stylus pickup device in a VideoDisc Player.
- Coil A "Servicer Scrap" part which is scrapped in the field by a Service Agent.
- Customer First retail purchaser of an Consumer Electronics instrument from a dealer. In the case of a dealer who rents instruments to consumers, the dealer is the "customer" and the instrument warranty starts with delivery of the instrument to the dealer.
- Date Code A coded number on a part, assembly or in an instrument serial number which indicates the year and week of the year when the part, assembly or instrument was manufactured.
- Dealer Retail seller of Consumer Electronics instruments who buys from the RCA Distributor. Can also be a direct mail order house, premium company, military exchange, certain department store chains or other national sales accounts which buy directly from Consumer Electronics. The Consumer Electronics Distributor is responsible for providing product support warranty parts, technical training, technical assistance to all dealers located in the Distributor's geographic area of responsibility.
- Diode A "Servicer Scrap" part. Can be silicon, zener, rectifier, LED or power diode, but does not include SCR's or ITR's.
- Distributor Wholesale seller of Consumer Electronics products who buys from Consumer Electronics.

- Distributor Scrap Parts Defective warranty parts which must be returned to the distributor by the service agent for replacement or credit. The distributor scraps these parts in the field **after** credit is received from RCA Consumer Electronics for a "Distributor Scrap C & C". Distributor scrap parts can be subject to return to RCA Consumer Electronics for audit before the credit is issued.
- Drawing Number An identifying number assigned to each part and assembly by RCA Consumer Electronics Engineering. RCA D&SPD assigns a stock number to most drawing numbers. The **stock number** is used to order parts and in preparation of a C & C.
- Exception Parts Parts or assemblies which normally are not eligible for warranty credit, such as mechanical tuners, circuit boards, cabinet parts and certain VCR timers. An exception to warranty ineligibility can be made by RCA's Field Service gineer by his signature approving an "Exception Parts C & C".
- Exchange Allowance An allowance (dud allowance) paid for the return of Color TV modules, certain remote controls, circuits, picture tubes and parts designated by RCA D&SPD. Exchange allowances for items removed from in warranty instruments are paid by RCA Consumer Electronics in addition to the normal credit. The fact that RCA D&SPD has established an exchange allowance for a circuit or part does not necessarily make the circuit or part eligible for warranty adjustment by RCA Consumer Electronics

Ferrite Bead - A "Servicer Scrap" part. A small powdered iron bead.

- Fuse A "Servicer Scrap" part. All types.
- Head A VCR part used to record or play back information on magnetic tape. Includes audio control (AC), erase and record/play (also called upper cylinder).
- Hi-Lite RCA D&SPD's name for "all new" replacement color tubes. The tube type is prefixed with the letter, H. Original equipment color tube types are not prefixed with the letter, H.
- Image Sensor Color video camera solid state pickup device. Used in place of a tube. Specifically "MOS Image Sensor".
- Integrated Circuit (IC) A "Required Part". Includes LSI's (large scale integrated circuits) and microprocessors.

Kinescope - A cathode ray tube (picture tube).

Knob - A "Servicer Scrap" part.

- Master Board The main circuit board which is usually connected to other assemblies with soldered connections or plugs.
- Model Number An alphanumeric number assigned to an instrument. The letters and numbers represent: Product Line (Color TV, B/W TV, VCR, VDP, etc), Type (portable, table, console), Model Year, Cabinet Finish, Picture Tube Size, etc.
- Module A "Required" part an assembly identified by an alphanumeric designation whose first character is always the letter, M, such as, MST017RA, MCR015A and MSC011RB.
- MOS Image Sensor A "Required" part. Solid state camera pickup device.
- Newvicon A "Required" part. Camera pickup tube.
- OEM Original Equipment Manufacture a part or assembly used in the production of an instrument at the time the instrument is manufactured.
- Original Equipment Part A part used in the production of an instrument.
- Picture Tube Cathode Ray tube used in TV sets and camera viewfinders.
- Policy Adjustment A credit adjustment for labor, parts or instruments not normally covered by the instrument's warranty. The adjustment must be initiated and approved by RCA's Field Service Engineer, RCA Consumer Relations or RCA Home Office.
- Repairable Assembly An assembly which is not eligible for warranty adjustment and credit, such as, certain circuit boards and tuners. Only the discrete components in the assembly are eligible for warranty credit. Tuners (except tuner modules) are covered by the tuner exchange program.
- Replacement Parts Also called "Stock Parts" and "Shelf Stock". Parts obtained from RCA D&SPD for use in repair of instruments; carry a 90 day warranty from RCA D&SPD. They are not covered by RCA onsumer Electronics' instrument warranty unless the part failed after replacement and use in an in-warranty instrument.
- RCA Consumer Electronics Division of RCA which manufactures and/or markets B/W television, color television, VideoDisc players, video cassette recorders, video cameras and FM stereo receiver/amplifier/speakers.
- RCA D&SPD RCA Distributor and Special Products Division. The source for replacement parts for instruments. D&SPD also markets accessories and products which are warranted by RCA D&SPD not RCA Consumer Electronics.

- RCA Service Company Division of RCA which services RCA Consumer Products. RCA Service Company claims all warranty parts for credit directly from RCA Consumer Electronics. Except for mechanical tuner exchange, distributors should **never** accept parts from RCAS Co. for warranty adjustment.
- Required Parts Parts which must be returned by the distributor for instrument warranty credit. These parts are: color TV modules (to be returned to SDX Corp., Asheville, NC) all IC's, all remote controls, all **eligible** circuit boards, VCR heads, VCR D-D cylinders, Projection TV cathode ray tubes, Projection TV lenses, VDP motors, **eligible** VDP arms, VDP cartridges, VDP turntables and camera lenses, pickup tubes, CRT's and image sensors are to be returned to RCA Consumer Electronics, Indianapolis.
- Resistor A "Servicer Scrap" part, all types carbon, glass film, wire wound, variable, varistor, thermistor, fusible, etc.
- Return Material Tag RCA Form No. 5808M4. A four part tag which must be completed for each part being claimed for warranty credit.
- Saticon A "Required" part camera pickup tube.
- Serial Number A unique number assigned to each instrument. The first three digits represent the date code when the instrument was produced. The first digit is the last number in the year; the second and third digits are the week of that year.
- Service Agent The electronic service organization affecting the repair of in-warranty instruments. Must be an RCA Authorized Servicenter to be paid for warranty labor in the first 90 days of the warranty period. Can be non-authorized after 90 days and obtain warranty adjustment on parts.
- Servicer Scrap Parts Parts which are scrapped in the field by the service agent. The service agent receives his warranty credit or replacement from the distributor by sending only the RCA and Distributor copies of the Return Material Tag to the Distributor. However, the service agent should not scrap the parts until credit or replacement is received from the distributor. "Servicer Scrap" parts are: capacitors, coils, connectors, diodes, fuses, ferrite beads, knobs, resistors and transistors.
- Stock Number A number assigned to parts and assemblies by RCA D&SPD. Parts are ordered from D&SPD by this number and claimed for warranty credit from RCA Consumer Electronics by this number.
- Transistor A "Servicer Scrap" part.

Tuner - A device for selecting a TV channel. Available in several types: mechanical, varactor, module varactor and module frequency synthesis. Mechanical and some varactor tuners are not eligible for warranty credit; these are covered by the warranty tuner exchange program (repair by an RCA CE tuner repair station and return to the distributor). The tuners classified as modules are eligible for warranty credit like any other module.

VCR - Video Cassette Recorder

Video Cassette - Blank or prerecorded video tape in a cartridge. Marketed and warranted by RCA D&SPD.

VDP - VideoDisc Player

Vidicon - A "Required Part" - camera pickup tube.

Warranty - RCA Consumer Electronics assurance to the consumer which provides protection against the cost of repairing instrument defects which are "RCA's fault". The warranty is limited in duration and coverage for labor, parts, picture tubes and camera tubes.

#### **A2 WARRANTIES**

Material warranties for the various product lines are:

#### Black/White TV

Parts - one year from the date of retail sale or "first rental" by a rental company. Picture Tube - one year from the date of retail sale or "first rental".

#### Color TV

Parts - one year from the date of retail sale or "first rental".

Picture Tube - Two years from the date of retail sale or "first rental".

#### **VCR**

Parts - one year from the date of retail sale or "first rental".

#### Video Cassettes - (VK 125, VK 250 and VK 330)

Only initial defects are warranted by RCA D&SPD.

#### **VDP**

Parts - one year from the date of retail sale or "first rental".

#### Camera

Parts - one year from date of retail sale or "first rental".

Cathode Ray Tube - one year from date of retail sale or "first rental".

Vidicon - 6 months from date of retail sale or "first rental".

Newvicon - 6 months from date of retail sale or "first rental".

Saticon - 6 months from date of retail sale or "first rental".

MOS Image Sensor - one year from date of retail sale or "first rental".

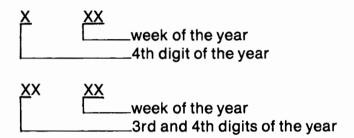
#### **Video Accessories**

Accessories are marketed and warranted by RCA D&SPD. Consult D&SPD's Distributor Accessory Price Schedule for the various accessory warranty terms.

#### A3 DATE CODES

RCA Consumer Electronics instrument serial numbers, TV and VDP parts and TV and VDP sub-assemblies bear date codes which indicate the date the instrument, part or sub-assembly was manufactured. Picture tube date codes postdate the manufacturing date of the tube.

Standard Electronic Industries Association (EIA) date coding is used in all instrument serial numbers and TV and VDP parts and sub-assemblies. Camera and VCR parts and sub-assemblies bear date codes which are not standard and will not be discussed in this manual. EIA date coding consists of 3 or 4 digit numbers representing the year and week of that year:



The 28th week of 1983 would be written as 328 or 8328.

**Television and VDP Serial Number Date Codes.** The first three digits of the nine digit serial number represent the date code when the instrument was manufactured. Serial number **328**201456 could be the serial number of an instrument produced in the 28th week of 1983.

Camera and VCR Serial Number Date Codes. Camera and VCR serial numbers consist of 9 alphanumeric characters. The first three digits represent the date code when the instrument was manufactured. Serial numbers 2226YM110 and 322H5128 could be the date codes of instruments produced in the 22nd week of 1982 and 22nd week of 1983.

TV and VDP Module and Major Part Date Codes. Standard EIA date coding is used on TV and VDP major parts and assemblies. The date code is stamped on the part or imprinted on a paper sticker on the part or assembly. The date code will appear by itself or in a series of numbers. In a series of numbers the date code will immediately follow the EIA source code number (RCA's EIA source code number is 274). If the source code number is not used, the date code will follow the RCA plant code (RCA plant codes are RWB, RWZ, RVA and RVB).

Some examples of date codes for the 28th week of 1983:

- 1. 1457631-509 RVB274**8328**
- 2. 1455852-501 RWZ274**8328**-7
- 3. RWZ **8328**
- 4. RWB274 328500N
- 5. **8328**
- 6. **328**

Return Material Tags must have a date code entry for TV and VDP modules, transformers, cartridges, yokes, motors and picture tubes.

**Black/White Picture Tube Date Codes.** Two numbers appear on the label on the tube funnel. One number is the EIA source code, the other number is the date code. Common source codes are:

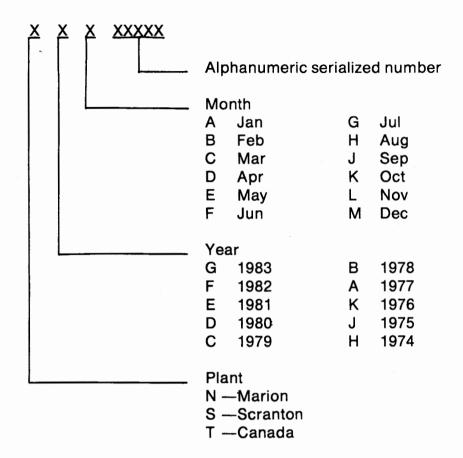
- 169 Hitachi
- 274 RCA
- 337 Westinghouse
- 462 Philips
- 577 Chunghwa
- 1240 Clinton

Original equipment black/white picture tubes use a three digit date code i.e., 328 and have the instrument's model number/serial number sticker cemented to the tube's funnel.

Replacement black/white picture tubes use a four digit date code with no dash between the year and week of the year i.e., 8328.

#### **Color Picture Tube Codes**

1. The tube serial number on the base of a color picture tube includes a coded date which indicates the month and year in which the tube was manufactured:



- 2. A date code is also stamped on the label on the color picture tube's funnel. This date code will postdate the manufacturing date in the tube's serial number one or two months.
- 3. Original equipment color picture tubes can be identified by the dash between the year and week of the year in the date code (83-28). There is no letter prefix in the tube type on the label. (25VGD22).
- Replacement color picture tubes can be identified by a date code without a dash between the year and week of the year (8328). Replacement tubes will also have a prefix letter before the tube type (H25VGD22).

#### **A4 RETURN MATERIAL TAGS**

A Return Material Tag, Form 5808M4 must be **completed** for each part, assembly or tube which is returned to the Distributor for warranty replacement, exchange or credit. However, tags for "Servicer Scrap" parts, that is, parts which are scrapped in the field by the Servicenter (capacitors, coils, connectors, diodes, ferrite beads, fuses, knobs, resistors and transistors) need only the information in the block on the right side of the tag completed.

USE F-0547367 BALL **POINT** Consumer Electronics Return Material Tag PEN Division TV DISTRIBUTORS, /NC. Distributor FGR460WR Model ANYTOWN. IN City Serial 13189667 J. DoE Customer Date 4TH ST -22-83 ANYTOWN aaa Date Service ACME TV Removed 7-3-83 Agent Part Carbon IAVLNPAQ ANYTOWN, IN City Nο Customer's description of instrument SYMPTOM FRIT SEAL LEAK Part Required CRT Name

**⊗** No

TUBE SERIAL # NFJACGOGY

Tags for parts returned to the Distributor.

Other Parts used? O Yes

Replacement\_

Form

5808M4

5/79

Tags for "Servicer Scrap" parts (capacitors, coils, connectors, diodes, ferrite beads, fuses, knobs, resistors and transistors).

Replacement Or Credit Will Not Be Issued Unless Tag Is Completely Filled In.

Date

Code

Credit

82-47

USE BALL POINT PEN &	Consumer Electronics Division  Return Materia	F-009450 <b>0</b>
3,429,827	City	Model FGR460WR
⊒ MCP ®	Customer Address	No. 243189667  Date Sold 1-22-83
No ô	Service Acme TV	Date Part Failed 7-3-83
Carbon	City	Part No. 138920
Required	Customer's description of instrument SYMPTOM	Part Name FUSE
ł	Other Parts used? O Yes O No	Date Code
Form 5808M4 REV. 9-81	Replacement Or Credit Will Not Be Issued Unless Ta	NoDate ag Is Completely Filled In.

#### A5 WARRANTY ELIGIBILITY

- 1. Warranty eligibility of assemblies for credit from RCA Consumer Electronics is indicated by a **symbol** in the parts list of the instrument's Service Data:
  - The assembly is considered to be field repairable by the Servicenter and is **not eligible** for replacement or credit. Only the discrete components in the assembly are eligible.
  - <sup>†</sup> This symbol in the parts lists is reserved for mechanical detent tuners. The tuner is **eligible for exchange for a repaired tuner.** Tuners are not eligible for credit from RCA Consumer Electronics. The Tuner Exchange Program is described in another section of this manual.
  - † The assembly is eligible for replacement or credit.
- 2. Cabinet parts are not normally eligible for warranty credit. This includes: panels, tops, overlays, windows, masks, backs, casters, etc. RCA Consumer Electronics' Field Service Engineer may approve cabinet parts for credit on an "Exception C&C".
- 3. Accessories which are marketed by RCA Distributor & Special Products Division (D&SPD) are not eligible for credit from RCA Consumer Electronics. Refer to instructions from RCA D&SPD for accessory warranty claims.
- 4. Institutional TV Set Parts are not eligible for warranty credit from RCA Consumer Electronics. Institutional TV sets used in motels, hotels, schools and hospitals can be identified by the first letter of the model number, which is "J". "J" model TV sets are sold only by RCA Service Company. RCA Service Company has the warranty responsibility for "J" models.
- 5. Parts and tubes submitted for replacement or credit by RCA Service Company Branches are not eligible for warranty adjustment. RCAS Co. Branches submit all claims directly to RCA Consumer Electronics.

A supplement at the end of this manual lists the warranty eligibility of major assemblies.

RCA Consumer Electronics' Field Service Engineer has the authority to approve for credit, on an "Exception C&C", assemblies which are not normally eligible for warranty credit.

#### A6 PRODUCT LINES

All parts claimed for warranty credit from RCA Consumer Electronics must be segregated by **Product Line** on a C&C. The Product Lines can be identified by the first letter in the instrument's model number:

- A Black/White TV
- C Camera
- E, F, or G Color TV (Also V if third letter is M)
  - M AM/FM Tuner/Amplifier
  - P Projection TV (also AC adapter/charger for portable VCR's)
  - S VideoDisc Player (also speaker when SPK)
  - V Video Cassette Recorder (Color TV Video Monitor if third letter is M)

#### A7 SERVICER SCRAP PARTS/DISTRIBUTOR SCRAP PARTS

1. **Servicer Scrap Parts** are parts claimed for warranty replacement or credit from the Distributor by the Servicenter. The parts are scrapped in the field by the Servicenter after a replacement or a credit is received from the Distributor. There are nine categories of Servicer Scrap Parts:

Capacitors
Coils
Connectors
Diodes

Fuses Knobs Resistors Transistors

Ferrite Beads

2. **Distributor Scrap Parts** are parts claimed for warranty replacement or credit from the Distributor by the Servicenter. The Servicenter must return these parts to the Distributor, however, the Distributor does not return these parts to RCA when submitting a C&C for credit from RCA. The Distributor scraps these parts **after the credit is received from RCA.** 

#### **A8 REQUIRED PARTS**

Specific parts claimed for warranty replacement or credit must be returned to the Distributor by the Servicenters. RCA Consumer Electronics **requires** the Distributor to return these specific parts to RCA (SDX Corp. for color TV modules) for credit. These Required Parts are:

#### **Black/White TV**

Eligible Circuits
Integrated Circuits

#### Cameras

Vidicons Newvicons Saticons

MOS Image Sensors Cathode Ray Tubes

Lenses

Eligible Circuits
Integrated Circuits

#### **Color TV**

Modules (ship to SDX)

Eligible Circuits Integrated Circuits Remote Controls

Picture Tubes (see instructions)

#### **Projection TV**

Eligible Circuits Integrated Circuits Picture Tubes

Lenses

**Remote Controls** 

#### **Video Cassette Recorders**

Eligible Circuits
Integrated Circuits
Remote Controls
Eligible Timers

Eligible Tuners

Upper Cylinders D-D Cylinders AC Heads

Eligible Batteries

#### **Video Disc Players**

Eligible Circuits
Integrated Circuits

AM/FM Tuner/Amp/Speakers

Eligible Circuits
Integrated Circuits

Eligible Arms (Resonators from other arms)

Cartridges Motors

**Remote Controls** 

#### A9 REQUIREMENTS FOR CREDIT APPROVAL

To be considered for credit, parts being claimed for warranty credit must:

- Have a defect which is "RCA's Fault".
- 2. Have failed and been removed from an in-warranty instrument within one year of the date of sale or "first rental" (two years for color picture tubes, six months for camera pickup tubes).
- 3. Date coded parts must bear date codes within 52 weeks before the instrument serial number date code. Parts bearing date codes after the serial number date code will be accepted for credit on the assumption the part was a replacement which failed while in use in an in-warranty set. Initially defective replacement parts should be claimed for credit from RCA D&SPD.
- 4. Must be parts which were used in the production of the instrument model number entered on the Return Material Tag.
- 5. Be claimed for credit from RCA Consumer Electronics within 60 days of the date the part was removed from the in-warranty set.
- 6. Be accompanied by a **completed** Return Material Tag (only the information in the tag's block for "Servicer Scrap" parts).
- 7. Be returned to RCA Consumer Electronics if the part is a "Required Part". Be returned to SDX Corp., Asheville, NC if the part is a color TV module.
- 8. Not be an ineligible part, such as, certain circuit boards, mechanical detent tuners, cabinet parts or projection TV screens. These must be approved by RCA Consumer Electronics' Field Service Engineer and entered on an "Exception C&C".

#### A10 REJECTIONS AND DEFERRALS

In processing material warranty claims, parts which do not meet all of RCA Consumer Electronics' warranty claim requirements will be rejected or deferred. A rejection or deferral code will be entered on the green RCA copy of the Return Material Tag and returned to the Distributor with the credit for the balance of the parts claimed.

Rejected parts will not be returned to the Distributor unless specifically requested on the "Required Parts" C&C by entering "Return Rejected Parts" at the top of the C&C. Returned parts will be shipped freight collect.

Deferred parts will not be returned for any reason. The tag for the deferred parts should be corrected and re-submitted on the next claim.

# RCA CONSUMER ELECTRONICS MATERIAL WARRANTY REJECTION/DEFERRAL CODES

The RCA copy of the Return Material Tag for each part which has been deleted indicates the rejection or deferral code in red ink. Rejected parts (codes R-1 through R-15) should not be re-submitted.

#### Rejection

- R-1 Duplicate claim
- R-2 Not eligible for warranty adjustment (ineligible circuit boards, assemblies, mechancial tuners, cabinet parts, etc.)
- R-3 Parts damaged; not RCA responsibility.
- R-4 Institutional instrument ("J" model).
- R-5 Receiver model/serial number and part/tube date code discrepancy.
- R-6 Warranty expired.
- R-7 Part/tube tests good.
- R-8 Part/tube not used in model entered on tag.
- R-9 Part/tube not used in RCA Consumer Electronics production.
- R-10 Part/tube claimed more than 60 days after removal from the instrument.
- R-11 RCA D&SPD warranty responsibility.
- R-12 Part not received (Color TV modules and "Required Parts").
- R-13 Replacement coded part or picture tube.
- R-14 Date code entry omitted from Return Material Tag (picture tubes, modules, transformers, yokes, motors used in TV or VDP).
- R-15 Not an RCA part.

#### **Deferral**

The green RCA copies of the Return Material Tags for parts which have had warranty credit deferred should be corrected and re-submitted for credit on the next C&C.

- D-1 Stock number/part description discrepancy.
- D-2 Model/serial number incorrect.
- D-3 Date sold missing or incomplete.
- D-4 Date removed missing.
- D-5 Customer name and address missing or incomplete (except "Servicer Scrap" parts).
- D-6 Servicenter's name and address missing or incomplete.
- D-7 Requires policy adjustment approval. Consult the RCA Field Service Engineer.
- D-8 Claim or Return Material Tag is not legible.

#### **B PREPARING CLAIMS**

#### **B1 RECEIVING AND INSPECTING PARTS**

- Each defective warranty part claimed for replacement or credit from the Distributor by the Servicenter must be supported by a Return Material Tag.
- Verify that the part is in warranty by comparing the date sold to the date removed as shown on the Return Material Tag. Picture tubes must also be accompanied by a copy of the instrument's bill of sale or warranty registration. In addition, color picture tubes must be accompanied by all copies of the Hi-Lite warranty registration cards from the Hi-Lite tube which was used as a replacement. The warranty registration cards need not be filled out.
- 3. Inspect the part. Is part damaged due to abuse or negligence? If the part is susceptible to electrostatic damage (ESD), such as, integrated circuits and most circuit boards; if so, is it packed to prevent ESD? Are parts packed in the original replacement part packaging for shipment without additional damage? Is the date code on the part the same as the date code on the Return Material Tag?
- 4. If the part is a circuit board or assembly, is it eligible for warranty adjustment? Check the warranty eligibility lists in the back of this manual.
- 5. Is the part a defective replacement part (shelf stock) or an initially defective replacement part? If so, these parts are covered by RCA D&SPD's 90 day replacement parts warranty and should be claimed for credit from RCA D&SPD.
- 6. Is the part a cabinet part? If so, the part must be approved for credit by RCA's Field Service Engineer on an "Exception C&C".
- 7. Is the part a mechanical tuner or varactor tuner which is not classified as a module? If so, the tuner should be sent to one of RCA's Tuner Repair Stations with a completed Return Material Tag for repair and return. The Tuner Repair Station will bill RCA for the repair.
- 8. Remove the green RCA copy and pink Distributor copy of the Return Material Tag. Leave the white hard copy of the Return Material Tag in the carton containing the part or stapled to the envelope containing the part. Throw away the white hard copy for "Servicer Scrap" parts.
- Sort the parts, pending preparation of the C&C, in separate containers for "Modules/Required Parts" (these will be returned to RCA or SDX) and "Distributor Scrap Parts" (these will be scrapped by the Distributor after credit from RCA is received).

10. File the tags by category and product line, pending preparation of the various C&C's. Files or containers or pigeonholes should be set up for:

Color TV Modules (Return to SDX)

Required Parts

B/W TV IC's Color TV IC's VCR IC's

Color TV Remote Controls

Other VCR Parts

Eligible Timers
Eligible Circuits
Eligible Tuners
Remote Controls
Eligible Batteries
Upper Cylinders

D-D Cylinder Motors AC Heads

Projection TV Parts

Picture Tubes Eligible Circuits Integrated Circuits

Lenses

Remote Controls

VDP Parts (includes AM/FM Tuner/Amp)

Eligible Circuits Integrated Circuits

Eligible Arms or Resonators

Cartridges Motors

Remote Controls

Camera Parts

Pickup Tubes

MOS Image Sensors Cathode Ray Tubes

Lenses

Eligible Circuits
Integrated Circuits

Distributor Scrap Parts

Color TV Parts
B/W TV Parts
VCR Parts
VDP Parts
Camera Parts

Servicer Scrap Parts

Color TV Parts
B/W TV Parts
VCR Parts
VDP Parts
Camera Parts

11. Receiving and inspecting picture tubes is described in another section of this manual.

#### **B2 COLOR TV MODULES AND REQUIRED PARTS C&C**

Color TV modules and Required Parts are claimed for credit on the pre-printed C&C form. The parts which RCA "requires" returned to RCA (or SDX Corp. for color TV modules) are listed in Section B1 paragraph 10.

Before beginning the claim entries on the "Color TV Modules" and "Required Parts" C&C, remove all the green RCA copies of the Return Material Tags for color TV modules from their file. Sort the tags into the following groups: color TV modules, TV remote controls, B/W IC's, color TV IC's, VCR IC's, other VCR parts, Projection TV parts, VDP parts and camera parts. Re-sort each group of tags in stock number numerical order.

Enter the stock numbers and quantities on the "Color TV Modules" and "Required Parts" C&C under the appropriate headings. If a stock number is not pre-printed write in the stock number and distributor cost in the blank spaces on the C&C. Keep the tags in the same order as the entries on the C&C.

#### **Color TV Modules**

Mail the original and 2 copies of the "Color TV Modules" C&C with the green RCA copies of the Return Material Tags for the modules to:

RCA Consumer Electronics Warranty Material Control 1-496 P.O. Box 1976 Indianapolis, IN 46206

Pack the modules for shipment. Each module should be packed in the carton in which the replacement module was received. Slip the white hard copy of the Return Material Tag into the replacement module carton with the module. Do not tape, wire, or cement the carton shut. If necessary use rubber bands.

Place 2 copies of the "Color TV Modules" C&C in a large envelope. Pack the envelope containing the C&C with the modules. Mark the outside of the carton, containing the envelope, "PACKING SLIP". If more than one carton of modules is being shipped, mark the outside of the cartons, "1 of 4", "2 of 4", "3 of 4", "4 of 4", etc. **Ship the Color TV Modules,** freight prepaid to:

RCA D&SPD c/o SDX Corp. 750 Riverside Dr. Asheville, NC 28801

#### **Required Parts**

Place the original and 2 copies of the "Required Parts" C&C with the green RCA copies of the Return Material Tags in a large envelope which will be packed with the parts.

Carefully pack the required parts for shipment. Each should be in the carton in which the replacement part was received. Slip the white hard copy of the Return Material Tag into each part's carton (or staple the Tag to the replacement part envelope). Do not tape, wire, or cement the replacement part cartons. If necessary use rubber bands.

Pack the envelope containing the original and 2 copies of the C&C with the "Required Parts". Mark the outside of the carton containing the envelope, "PACKING SLIP". If more than one carton of "Required Parts" is being shipped, mark the outside of the cartons, "1 of 4", "2 of 4", "3 of 4", "4 of 4", etc. **Ship the Required Parts, freight prepaid to:** 

RCA Consumer Electronics Warranty Material Control 2-197 501 N. LaSalle St. Indianapolis, IN 46201

BE SURE INTEGRATED CIRCUITS AND CIRCUIT BOARDS HAVE BEEN PROTECTED AGAINST ELECTROSTATIC DISCHARGE DAMAGE.

### COLOR TV MODULES AND REQUIRED PARTS C&C FORM PREPARATION

The pre-printed and pre-priced Color TV Modules and Required Parts C&C form **must** be used for these claims.

- 1. Enter Distributor's name and address on all pages.
- 2. Enter the period covered by the claim.
- 3. Enter Distributor's debit memo number on all pages.
- 4. Enter the quantity of each stock number in the appropriate space under the appropriate heading. If the stock number is not pre-printed, write in the stock number, description of the part, quantity being returned and claimed for credit, exchange allowance (if applicable) and the Distributor Exchange Price.
- 5. Multiply the quantity in column 3 by the Exchange Allowance in column 4, enter in column 5.
- 6. Multiply the quantity in column 3 by the Distributor Exchange Price in column 6, enter in column 7.
- 7. Add the extended Exchange Allowance in column 5 to the extended Distributor Exchange Price in column 7, enter in column 8.
- 8. Total the Exchange Allowances for modules in column 5, enter on the last page of the "Color TV Modules" C&C.
- 9. Total the Exchange Allowance for all other parts in column 5, enter on the last page of the "Required Parts" C&C.
- 10. Total the credit being claimed for Color TV Modules in column 8, enter on the last page of the "Color TV Modules" C&C.
- 11. Total the credit being claimed for other parts in column 8, enter on the last page of the "Required Parts" C&C.
- 12. Sign and date the claim on all pages.

redit Adj	Credit Adjustments	~	Modules	Re	Rev. 1/83	Distributor's Name	Θ	Period Covered	<b>6</b>	Page Pages
Credit Memo #	(6	Ship to:	RCA	D&SPD c/o SDX Corp.	SDX Corp.	TV DISTRIBUTORS, INC.	TORS, INC.		7-29-83	Ö
Cebit Memo #	RGM 30702		750 R Ashev	Riverside   rille, NC	Dr. 28801	Street Address	1-6	City and Zip Code	46530	State / //
-	2	3	4	2	9	200 17	80	6	•	10
Stock No.	Descrip.	Ousa	Ailow	Allow. Extended	Distr. Ex. Price	Distr. Exch.	Total Cr. Col. 5 + 7	Defetions	<u>, , , , , , , , , , , , , , , , , , , </u>	Total Dollars Deleted
	MODE	(								~
142285	5 MCK002B	3	10.00	(3)	24.50	(9)	3			
142703			3.00	)	10.60					
142704			2.00		13.15					
142705			4.00		13.40					
142706			5.00		15.75					
142709			2.00		11.25					
142840			4.00		15.30					
142874			10.00		27.10					
143447			3.00		13.15					
143686			10.00		31.50					
143950			10.00		27.25					
145152			4.00		13.05					
145164			00.6		29.80					
145256			3.00		14.30					
145890	MCR004B		9.00		21.85					
145956			10.00		34.05					
145965			10.00		49.40					
145976			10.00		26.90					
145977			4.00		10.55					
145978	3 MCR007A		10.00		24.40					
145991	l MST002B		10.00		28.10					
146105	5 MSC002B		10.00		37.25					
146106	5 MSC003B		10.00		40,55					
146134	4 MSC001C		10.00		36.75					
146372	2 MST005A		10.00		34.65		,			
146373		~	10.00	10.00	25.90	25.90	35.90			
146470		رو	9.00	18.00	27.30	24.60	72.60			
146562	2 MSC001D		10.00		36.75					
146649	9 MSC006A		10.00		34.85					
146650			10.00		36.70					
146652	2 NSC009A		10.00		40.55					
Distribution:		Sign	Signature of Dist	tributor's Representative	sentative	Date	Tot. Allow	Total Claim	Less Del	Net Claim
Prepare 5 copies			45	Moss 0 200	,	7-29-83		•		
2 Copies 2 Copies	s - Warranty Admin. s - Packing Slip		ature of RC	Signature of RCA Representative	•	Date		It is underst hereon are	It is understood the adjustments described hereon are in full settlement of all claims	nts described of all claims

R G M 3 3 7 2 2 2 3 4 4 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Report on Claim an Credit Adjustments	Report on Claim and Credit Adjustments	J 4	Color TV Modules	Rev.	Rev. 1/83	Distributor's Name		Penod Cover		2
R G M 3 070 3	edil Memo F			RCA		SDX Corp.	TV DISTRIE	3UTOBS,/NC	7-1-83	9-83	2 OF 11
Descrip   Descrip   Oceanity	· -	6 M 3 0703	က	Asher 4	rille, NC	28801 - 6	300 MAIN S			083	>
MCRODLES    Col. 5.7   Decendent   Decendent   Col. 5.7   Decendent   Decenden		Descrip.			Allow.	Distr. Ex.	Distr. Exch.	Total Cr.		ľ	-
HCRO11A	N SIOCK N	of Part	Ougu.	Allow.	Extended	Price	Extended	Col. 5 · 7	Defetions		Seleted
HCK014A   9.00   18.75   HCK011A   HCK011A   HCK011A   10.00   29.95   HCK011A   HCK011A   HCK013A   HCK013A   HCK013A   HCK010A   HCK	COLO	Σ T									
HCRO11A	$\dashv$	1		9.00		18.75					
MCRO08A	-			10.00		29.95					
MCRO08A	-+			10.00		29.95					
MST0010A	-		_	7.00	7.00	16.90	06.91	23.90			
HSTOLIA   10.00   49.80   HSTOLIA   HO.002A   10.00   49.80   HSTOLIA   HSTOOPA   10.00   49.80   HSTOOPA   10.00   49.80   HSCOOPA   10.00   40.55   HSCOOPA   10.00   44.85   HSCOOPA   10.00   37.80   HSCOOLE   10.00   36.75   HSCOOLE   10.00   36.75   HSCOOLE   10.00   36.75   HSCOOLE   10.00   36.75   HSCOOLE   10.00   36.85   HSCOOLE   10.00   36.85   HSCOOLE   10.00   36.85   HSCOOLE   10.00   17.85   HSCOOLE   10.00   17.8	-			10.00		36.80					
HPS002A	_			10.00		33.30					
MUNOOGA   10.00   36.85   MUNOOGA   10.00   35.25   MUNOOGA   10.00   47.05   MISCOLOA   10.00   47.05   MISCOLOA   10.00   47.05   MISCOLOA   10.00   36.75   MISCOLOA   10.00   36.75   MISCOLOA   10.00   36.75   MISCOLOA   10.00   36.75   MISCOLOA   10.00   36.85   MISCOLOA   10.00   36.85   MISCOLOA   10.00   36.85   MISCOLOA   10.00   37.80   MISCOLOA   10.00   37.80   MISCOLOA   10.00   37.80   MISCOLOA   10.00   37.80   MISCOLOA   10.00   40.00   37.80   MISCOLOA   10.00   40.00   37.85   MISCOLOA   10.00   40.00   37.35   MISCOLOA   10.00   40.00   40.35   MISCOLOA   10.00   40.00   40.35   MISCOLOA   10.00   40.00   40.35   MISCOLOA   10.00   40.00   40.35   MISCOLOA   MISCOLOA	$\dashv$	MPS002A		10.00		49,80					
MCR014A	_	MUV004A		10.00		36.85					
NSC009A(B)   10.00   40.55   NSC0010A   10.00   47.05   NSC0010A   10.00   47.05   NSC0010B   10.00   34.85   NSC001E   10.00   36.75   NSC000A(E)   10.00   36.75   NSC0010F(F)   10.00   36.75   NSC000A(C)   10.00   36.85   NSC000BA(C)   10.00   36.85   NSC000BA(C)   10.00   37.80   NSC000BA(C)   10.00   17.85   NSC00BA(C)   10.00   17.85   NSC00BA(C)   10.00   10.00   18.45   NSC00BA(C)   10.00   40.00   31.35   NSC01BA   10.00   40.00   32.30   139.85   NSC01BA   10.00   40.00   32.30   149.80   40.30   NSC01BA   10.00   40.00   31.35   NSC01BA   10.00   40.00   44.80   44.80   44.80   A4.80   A		MCR014A		10.00		35.25					
MSCOLOA   10.00   47.05   MSCOLOA   MSCOLOA   MSCOLOB   MSCOLOB   10.00   34.85   MSCOLOB   10.00   36.75   MSCOLOB   10.00   36.75   MSCOLOB   10.00   36.75   MSCOLOB   10.00   36.75   MSCOLOB   10.00   36.85   MSCOLOB   10.00   37.85   MSCOLOB   10.00   40.00   31.70   MSCOLOB   10.00   40.00   31.35   MSCOLOB   10.00   40.00   31.35   MSCOLOB   10.00   40.00   31.35   MSCOLOB   40.00   40.30   44.80   MSCOLOB   40.00   44.80   MSCOLOB   40.00   44.80   MSCOLOB   MSCOLOB   44.80   MSCOLOB   44.80   MSCOLOB   44.80   MSCOLOB   MSCOLOB   44.80   MSCOLOB   MSCOLOB   44.80   MSCOLOB   MSCOLOB   44.80   MSCOLOB   44.80   MSCOLOB   44.80   MSCOLOB   MS	-			10.00		40.55					
MSC006A   10.00   34.85   MSC008B   10.00   37.80   37.80   MSC004(RB   10.00   36.75   MSC001D(F)   10.00   36.75   MSC001D(F)   10.00   36.85   MSC006A(C)   10.00   36.85   MSC006A(C)   10.00   36.85   MSC006A(C)   10.00   36.85   MSC006A(C)   10.00   37.80   MSC006A(C)   10.00   37.80   MSC006A(C)   10.00   37.80   MSC015AB   6.00   78.00   18.45   SSC.35   73.35   MSC017A   10.00   40.00   31.70   MSC017BA   10.00   40.00   31.70   MSC017BA   10.00   40.00   31.35   MSC017BA   10.00   40.00   31.35   MSC017BA   10.00   40.00   31.35   MSC017BA   10.00   40.30   41.15   MSC017BA   10.00   40.30   41.15   MSC017BA   10.00   40.30   41.15   MSC017BA   10.00   44.80   44.80   44.80   54.50   MSC017BA   MSC017BA   10.00   10.00   44.80   44.80   54.50   MSC017BA   10.00   10.00   44.80   54.50   MSC017BA   MSC017BA   10.00   10.00   44.80   54.50   MSC017BA   10.00   10.00   44.80   54.50   MSC017BA   MSC017BA   MSC017BA   10.00   10.00   44.80   44.80   54.50   MSC017BA				10.00		47.05					
MSC008B	- +	MSC006A		10.00		34.85					
MSCOOLE   10.00   36.75   MSCOOLE   MSCOOLE   10.00   30.75   MSCOOLA(B)   10.00   36.75   MSCOOLA(C)   10.00   36.85   MSCOOLA(C)   10.00   36.85   MSCOOLA(C)   10.00   37.80   MSCOOLA(C)   10.00   17.85   MSCOOLA(C)   10.00   17.85   MSCOOLA(C)   10.00   17.85   MSCOOLA(C)   10.00   17.85   MSCOOLA(C)   10.00   10.00   13.35   MSCOOLA(C)   10.00	-+	MSC008B		10.00		37.80					
MSCOOLD(F)   10.00   30.75   MSCOOLD(F)   10.00   36.75   MSCOOLD(F)   10.00   34.85   MSCOOLD(F)   10.00   36.85   MSCOOLD(F)   10.00   37.80   MSCOOLD(F)   10.00   17.85   MSCOLD(FA   10.00   17.85   MSCOLD(FA   10.00   10.00   39.85   MSCOLD(FA   10.00   40.00   32.30   139.85   MSCOLD(FA   10.00   40.00   32.30   139.85   MSCOLD(FA   10.00   40.00   31.35   MSCOLD(FA   10.00   40.00   31.35   MSCOLD(FA   10.00   40.00   31.35   MSCOLD(FA   10.00   40.00   41.15   MSCOLD(FA   10.00   40.30   41.15   MSCOLD(FA   10.00   10.00   41.15   MSCOLD(FA   10.0	-+	MSC001E		10.00		36.75					
MSC001D(F)   10.00   34.85   MSC006A(C)   10.00   34.85   MSC016RA   10.00   31.85   MSC016RA   10.00   17.85   MSC015A/B   6.00   17.85   MSC015A/B   10.00   17.85   MSC016RA   10.00   29.55   MSC016RA   10.00   31.70   31.70   MSC016RA   10.00   4-0.00   32.30   139.85   MSC017RA   10.00   4-0.00   32.30   139.85   MSC017RA   10.00   4-0.00   31.35   MSC017RA   10.00   4-0.00   31.35   MSC017RA   10.00   40.30   41.15   MSC015RA   10.00   41.15   MSC015RA   10.00   41.15   MSC015RA   10.00   41.15   MSC015RA   MSC016RA   10.00   41.15   MSC016RA   MSC016RA   10.00   MSC016RA   10.00   MSC016RA   10.00   MSC016RA   MSC016RA   10.00   MSC016RA   MSC0	$\rightarrow$			10.00		30.75					
MSC006A(C)   10.00   34.85	+	7		10.00		36.75					
MSC018RA   10.00   35.85   MSC008A(C)   10.00   37.80   37.80   MSC008A(C)   10.00   17.85   55.35   73.35   MSC017RA   10.00   40.00   39.85   MSC017RA   10.00   40.00   33.35   MSC017RA   10.00   40.00   33.35   MSC017RA   10.00   40.00   33.35   MSC017RA   10.00   40.00   33.35   MSC017RA   10.00   40.00   41.15   MSC017RA   10.00   41.15   MSC017RA   10.00   44.80   44.80   44.80   44.80   44.80   44.80   A4.80	+	MSC006A(C)		10.00		34.85					
MSC008A(C)         10.00         37.80           MCR015A/B         6.00         17.85         55.35         73.35           MCR016A/B         3 6.00         17.85         55.35         73.35           MUV005A         10.00         29.55         73.35         73.35           MCR016RA         10.00         40.00         39.85         169.30         169.30           MSC017RA         4         10.00         40.00         33.35         169.30         169.30           MSC012RA         10.00         40.00         40.30         40.30         40.30         169.30           MSC013RA         10.00         40.00         41.15         60.30         44.80         54.50           MSC015RA         10.00         10.00         44.80         44.80         54.50           MSC015RA         10.00         10.00         44.80         7-34-83         8           MST007RA         10.00         10.00         10.00         44.80         7-34-83         8           - Warranty Admin.         Signature of Bistributor's Representative         7-34-83         8         7-34-83         8	+	MSC018RA		10.00		36.85					
MCR015A/B         6.00         17.85         55.35         73.35           MCR017A/B         3         6.00         18.45         55.35         73.35           MUV005A         10.00         29.55         55.35         73.35           MCR016RA         10.00         40.00         39.85         169.30           MSC017RA         4         10.00         40.00         33.35         169.30           MSC011RA         10.00         40.00         33.35         169.30         169.30           MSC013RA         10.00         40.30         41.15         41.15           MSC015RA         4.00         41.15         41.15           MSC015RA         4.00         41.15         41.15           MSC015RA         4.00         10.00         41.15           MSC015RA         4.00         10.00         44.80         44.80           MSC015RA         / 10.00         / 0.00         44.80         44.80         54.50           MST007RA         / 10.00         / 0.00         44.80         7-3.9-83         8           Packing S11p         Signature of RCA Representative         Date         Tot. Allow         Tot. Allow	$\rightarrow$	MSC008A(C)		10.00		37.80				-	
MCROLFAFE	$\dashv$	MCR015A/B	,	9.00		17.85	ļ1				
MCROLGRA	+	MCROI/A/B	7)	00.9	00.8	18.45	2	m			
MSCOLORA   10.00   39.85   139.30   169.30   1	+	MCDOLZBA		00.01		29.55					
MSCO17RA   10.00   40.00   39.85   139.30   169.30   169.30   10.00   40.00   33.35   13.35   10.00   40.30   40.30   MSCO13RA   10.00   41.15   41.15   MSCO15RA   10.00   10.00   44.80   44.80   44.80   54.80   7-39-83   5   4   7-39-83   5   4   7-39-83   5   5   5   5   5   5   5   5   5	+	MCCOLCAA		00.01		31.70					
MSCOLIRA   10.00   33.35   797,90   107,00   10.00	+	MSC017RA	ח	300	2000	39.85	0	7, 8,7,			
MSC012RA	+-	MSC011RA		200	3	31 15	6	08.70			
MSC013RA   10.00   40.30   41.15   MSS002RA   4.00   4.00   36.50   44.80   44.80   44.80   54.80   Total of Date   Tot. Allow   Total of Date   Signature of HCA Representative   Date   Dat	+	MSC012RA		10.0		18.55					
MSC015RA	_	MCCO138A		5		70 30					
MST007RA	-	MSC015RA		10.00		41.15					
HST007RA / 10.00 10.00 44.80 44.80 54.80 54.90 Signature of Distributor's Representative Date Tot. Allow Total Carranty Admin. Signature of RCA Representative Date	_			4.00		36.50					
Signature of Distributor's Representative Date Tot. Allow Total of Arranty Admin. Signature of RCA Representative Date	-		_	10.00	10.00	44.80	14.80	54.80			
- Warranty Admin. Signature of RCA Representative Date			ō.S	ature of Dist	ributor's Repre	sentative		Tot. Allow			let Claim
Copies - Packing Slip	stribution: epare 5 copie:			arts	Manage	ረ	7-29-83			S	
		, ,	Sig	vature of AC.	A Representativ	•	Date		It is understood the hereon are in full se	adjustme	nts described of all claims

RG M 3070 a	21.N ST. BB BB. C. Call S. 7 Dead Cr. Call S. 7 Dea	0 7-89-83	State / N 10 Total Dollars Deleted
Since   Q G M 3 0 7 0 3 4 5 6 6 6	9 ST. 89 OP ST. 004 ST	06534	> [ 등 [
1   2   3   4   5   6	φ 3.5. 2.5. 2.490		
Stock No.         Descrip. of Part of Part         Quan. Allow.         Extended Price         Distr. Ex.         Distr. Extended Price         E	Total C. Col. 5 • 7		tel Dollars leted
COLOR MODULES         149799       MST013RA       10.00       40.30         150345       MSC007A(B)       10.00       36.70         150349       MST015RA       10.00       48.00         151697       MST007RB       10.00       44.80         151697       MST007RB       10.00       44.80         151899       MSC018RA(B)       10.00       28.45         152045       MSS003RA       10.00       30.05         153084       MSC018RA(B)       41.60       31.80         153285       MSC019RA       31.00       31.80         153286       MSC019RA       30.00       31.85         153286       MSC019RA       30.00       31.85         153286       MSC019RA       10.00       30.05         153286       MSC019RA       10.00       35.85         15345       MSC017A       10.00       31.30         15429       MSC020A       10.00       31.35         15429       MSC020A       10.00       38.75         154500       MCR02A       10.00       44.80         156.302       MCR02A       10.00       31.35         156.302       MCR02A	87.90		
149799         MST013RA         10.00         40.30           150345         MSC007A(B)         10.00         36.70           150349         MST015RA         10.00         48.00           151692         MUV007RA         10.00         44.80           151697         MST001RA         10.00         44.80           152045         MSC018RA(B)         10.00         28.55           152046         MST018RA(B)         10.00         32.45           152045         MSC018RA(B)         10.00         36.85           152046         MST018RA(B)         31.00         31.80           153086         MSC019RA         31.00         41.60           153286         MSC019RA         30.00         31.80           153286         MSC019RA         10.00         30.05           153286         MSC019RA         10.00         31.80           153145         MCY004B         3.00         13.80           15369         MST010RA         10.00         35.85           15399         MSC020A         10.00         37.30           15420         MSC020A         10.00         37.30           154500         MSC020A         10.00			
150345 MSC007A(B) 10.00 36.70 150749 MST015RA 10.00 448.00 151692 MUV007RA 10.00 30.30 151697 MST007RB 10.00 44.80 151899 MCR018RA 10.00 28.55 152045 MSC018RA(B) 10.00 32.45 152046 MSC018RA 2 10.00 36.85 153094 MSC011RB 10.00 36.00 31.80 153285 MSC011RB 10.00 31.80 153286 MSC011RB 10.00 31.80 15345 MSC010RA 10.00 31.85 153469 MSC020A 10.00 31.30 154299 MSC020A 10.00 31.30 154299 MSC020A 10.00 31.8.75 156302 MCR020A 10.00 33.75 156334 MSC020A 10.00 33.75 1564446 MUV008 H 10.00 33.15			
150749   NST015RA   10.00   48.00   151692   MUV007RA   10.00   30.30   44.80   151899   MCR018RA   10.00   32.45   152045   MSC018RA(B)   10.00   32.45   152045   MSC018RA(B)   10.00   36.00   31.95   153094   MSC018RA(B)   10.00   30.00   31.95   153285   MSC011RB   10.00   30.00   31.80   153386   MSC019RA   10.00   31.80   13.90   13.			
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Credit Adjustments	ments	ļ	501 N India	501 N. LaSalle St. Indianapolis, IN 46201		Distributor's Name	7 7 7 7	Period Covered	Page Pages
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#### **B3 DISTRIBUTOR SCRAP PARTS C&C**

"Distributor Scrap Parts" are all B/W TV modules and parts which are not classified as "Required Parts" or "Servicer Scrap Parts" (picture tubes are claimed on a separate C&C).

Remove the green RCA copy of the Return Material Tag. Leave the white hard copy of the Return Material Tag attached to the part.

Sort the green tags into the following groups:

B/W TV Modules B/W TV Parts Color TV Parts Projection TV Parts VCR Parts VDP Parts Camera Parts

Sort each group of tags into stock number numerical order. Keep the tags in this order.

Head the C&C "Distributor Scrap Parts".

Enter a heading on the C&C for each group of tags.

Enter the stock numbers, descriptions and quantities of each group of tags under the appropriate heading.

Price the parts and extend the pricing.

Total the extended pricing and enter the total on the last page of the "Distributor Scrap Parts" C&C.

Sign and date each page of the C&C.

Mail the original and three copies of the C&C with the green tags bundled in the same order as the entries on the C&C to:

RCA Consumer Electronics Warranty Material Control 1-496 P.O. Box 1976 Indianapolis, IN 46206

Hold the parts until the credit for the claim is received.

Scrap the parts only after the credit is received. All parts must be mutilated before scrapping.

### DISTRIBUTOR SCRAP PARTS C&C FORM PREPARATION

The blank C&C form 5409M1 is used to submit claims for Distributor Scrap Parts.

- 1. Enter Distributor's name and address on all pages.
- 2. Enter period covered by this claim on all pages.
- 3. Number the pages.
- 4. Enter Distributor's debit memo number on all pages.
- 5. Enter the appropriate heading for category of parts.
- 6. Enter stock numbers in numerical order for each category of parts, description of part and quantity claimed for credit.
- 7. Enter Distributor cost for each stock number in the "Unit Price" column.
- 8. Multiply the "Quantity" by the "Unit Price" and enter in the "Total Price" column.
- 9. Sign and date all pages of the "Distributor Scrap Parts" C&C.
- 10. Enter the total dollars claimed for credit on the last page of the C&C.

Debit Memo # RG M .	(	PARTS		• 1	TV DISTRIBUTORS, INC.		7-8-83 TO 8-5-83		ō
Stock No.	\$010E			1	Street Address 300 MAIN ST.	City and Zip Code  ANTOWN		State 46530 //	tate X
	Description of Part	Quantity	Prige R	Total Price	Returned	Deleted Rec & Not Rec Deleted	& Other	Total Dollars Deleted	ollar
	B/W TV MO	Modules	8	9					
145158 1	MA FOOGA		08.61	17.90					
	8/W TV PA	RTS							
143036	ì		1.55	1.55					
-	YOKE		14.15	14.15					
792951	XFMR	۲6	17.10	34.20					
	VT 90 TV	PapTs				-			
105330	XTAL		A.10	2.10					
14741	XFMR	~~	4.50	8					
14023	XFMR	-	5.70	5.70					
C\$6041	XFMR		136	2.35					
698671	SPKR	-	11.40	4.40					
15,3768	/オント	ત્ર	13.90	47.90					
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157645	SWITCH	_	.50	.50					
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	Y ROLECTION	M TV PARTS	- 1				-		
150047	SWITCH	-	1.05	1.05					
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22 165 375	SPKR		4.30	4.30					
24		PapTS							
25 147313	XFMR		.65	.64					
26 150500	CORD	ત્ય	2.25	4.50					
27 156929	SWITCH		1.40	3					
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	BASE		335	3.35					
	SENSOR	જ	25	os.					
31 167052	CLUTCH	M	8.30	24.90					
157063	FLYWHBEL	-	2.25	2.35					
		Signature of Distributor's Representative	or's Repres		Date	Total Claim	Less Del		Net Claim
Distribution: Prepare 5 copies		Parte Mana	Monas	કુ	8-5-83		w	4	
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### Admin Street Address   TV Distributor's Representative   D	realt Aajusmen			;					
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V D P P R FTS		Description of Part	Quantity	Unit Priœ	Total Price		Deleted Rec & Not Rec Deleted	_	Total Dollars Deleted
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Distributor	4 Copies - Warrant	y Admin	Signature of RCA F	lepresentative		Date	It is underst	bod the adjustmen	ts described
	1 Copy - Distrib	utor					hereon are in to date.	n full settlement o	fall claims

#### **B4** SERVICER SCRAP PARTS C&C

"Servicer Scrap Parts" are capacitors, coils, connectors, diodes, ferrite beads, fuses, knobs, resistors and transistors for all product lines. "Servicer Scrap" means the Servicer does not return these parts to the Distributor for warranty adjustment. The Servicer merely sends the green RCA copy and pink Distributor copy of the Return Material Tag to the Distributor for warranty credit or replacement. The tag does not have to be completely filled out. Only the information inside the block must be completed.

Sort the tags into the following groups:

B/W TV Parts Color TV Parts Projection TV Parts VCR Parts VDP Parts Camera Parts

Sort each group of tags into stock number numerical order. Keep the tags in this order.

Head the C&C "Servicer Scrap Parts".

Enter a heading for each group of tags.

Enter the stock numbers, description and quantities under the appropriate headings.

Enter Distributor cost/unit and extend the pricing for each stock number.

Mail the original and three copies of the C&C with the bundled green tags to:

RCA Consumer Electronics Warranty Material Control 1-496 P.O. Box 1976 Indianapolis, IN 46206

## SERVICER SCRAP PARTS C&C FORM PREPARATION

The blank C&C form 5409M1 is used to submit claims for Servicer Scrap Parts.

- 1. Enter Distributor's name and address on all pages.
- 2. Enter period covered by the claim on all pages.
- 3. Number the pages.
- 4. Enter Distributor's debit memo number on all pages.
- 5. Enter the appropriate heading for category of parts.
- 6. Enter stock numbers in numerical order for each category of parts, description of part and quantity claimed for credit.
- 7. Enter Distributor cost for each stock number in the "Unit Price" column.
- 8. Multiply the "Quantity" by the "Unit Price" and enter in the "Total Price" column.
- 9. Sign and date all pages of the "Servicer Scrap Parts" C&C.
- 10. Enter the total dollars claimed for credit on the last page of the C&C.

Debit Memo #	Credit Memo #		PARTS		•	TV DSTRIBUTORS, INC		5-83-	7-15-83-70 8-13-83	ъ́ ~
	# 00 W	30705				Street Address		City and Zip Code	City and Zip Code	State . X
v, Z	Stock No.	Description of Part	Quantity	Unit	Total Price	Returned	Deleted Rec & Not Rec Deleted		Other To	Total Dollars Deleted
		8/W TV P	PARTS	0	9					
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15 /4	54521	戸しる角	1	7	70	The second secon				
16										
17		PROJECTION	TV PARTS							
18 /3	27355	XISTOR		1.65	1.65					
	150055	<b>F</b> いる己	S	1.00	8:8					
	156354	COIL		1.00	1.00			•		
	155364	RES	1	50.81	18.05					
22										
23		VCR PARTS	7.5							
	087171	CONNECTOR		80	.58					
	158242	LAP P		8	81.					
	48 cc.	DIODE	M	0/.	30					
	53535	XISTOR	ત	81	.36					
	156550	COIL	_	5.0	.50					
	899999	FUSE	t	87	1.93					
	688991	RES		.75	375					
	56596	CONNSCTOR		1.00	1.00	The state of the s				
32 16	156638	CONNECTOR		1.95	1.95					
:			Signature of Distributor's Representative	utor's Repres	Sentative	Date	Total Claim	Ē	Less Del	Net Claim
Distribution: Prepare 5 copies	on: copies		Porte	oto Mone	3	8-19-83	*		•	•
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Description   During   Total   During	Credit Memo # Debit Memo # De			_		Street Address		de 44530	<u>.</u>
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#### **B5 EXCEPTION PARTS C&C**

Occasionally a part, which is not normally eligible for warranty adjustment, will have a factory defect. These parts may be submitted, with the approval of RCA Consumer Electronics' Field Service Engineer, for credit on an "Exception C&C".

Some examples of "Exception" are:

Modules - missing date code or date code more than 1 year before set's serial number date code.

Cabinet Parts - stress cracks

Circuit Boards - peeling copper etch, hole burned in board, stress crack.

TV Tuners - mechanical or varactor tuner returned by Tuner Repair Station as unrepairable.

OEM Black/White Picture Tube - missing model number/serial number stickers.

#### Damage due to abuse or negligence voids any consideration for warranty adjustment.

Separate the green RCA copy of the Return Material Tag. Note the reasons for the "Exception" on the back of the tag. Leave the hard white copy of the tag attached to the part.

Hold the tags and parts for inspection by RCA Consumer Electronics' Field Service Engineer.

Enter the parts approved by the Field Service Engineer on a C&C headed "Exception Parts". The C&C must be approved by both the Field Service Engineer and the Distributor Service Manager.

Attach the green RCA copies of the Return Material Tags to the approved "Exception Parts" C&C and mail the original and three copies to:

RCA Consumer Electronics Warranty Material Control 1-496 P.O. Box 1976 Indianapolis, IN 46206

If the parts have an "exchange" value, send these parts to RCA D&SPD for "dud allowance" credit. The credit for the parts from RCA Consumer Electronics will be at the net exchange distributor cost.

Make disposition of other parts as directed by the Field Service Engineer. Scrap the remaining parts.

### EXCEPTION C&C FORM PREPARATION

The blank C&C form 5409M1 is used for the "Exception Parts" C&C.

- 1. Enter Distributor's name and address.
- 2. Enter period covered by the "Exception C&C".
- 3. Number pages.
- 4. Enter Distributor's debit memo number.
- 5. Enter appropriate product line heading.
- 6. Enter stock number, description and quantity under the appropriate product line heading.
- 7. Enter distributor cost for each stock number in the "Unit Price" column.
- 8. Multiply distributor cost by quantity and enter in the "Total Price" column.
- 9. The Distributor Service Manager signs and dates the claim.
- 10. Total the dollars claimed and enter.
- 11. After review, the RCA Field Service Engineer must approve the claim.

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