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118 AUG 1995

NO. OF PAGES INCLUDING THIS PAGE:

TO:

MMAL

ATTENTION:

MR DEAN LISTON

COPY:

- Cosis Plus MR R VIRGO/MR*W LEAN

31

FROM:

CLIVE COLLINS

DATE:

15 AUGUST 1995

SUBJECT.

CAR AUDIO FIELD COMPLAINT

We wish to advise a fault has been found in two types of trimpots used in the following units:

RX245AL

P/No - AW 33 6479 - AW 337869

DX262AL

RX262

AR4325

These apply to the FM Section of the radio.

Customer Complaints:

Low Volume on FM intermittently

FM Band not locking in or FM cutting out.

We sent one of each model to Sanda Works for testing and evaluation.

Please find attached report from Sanda Works.

They have advised that approximately .06 per cent of sales prior to October '94, for all types of car audio, could be affected.

We will replace trimpots as required at no cost to MMAL, in or out of normal warranty, for this same complaint.

All costs will be charged back to Sanda Works.

Regards

CC950815-1

US OUT

SERVICE BULLETIN

Service Bulletin MMC #0007

Re: AN IMPROVEMENT OF FM FRONT-END IN AR-9377 SERIES AND RX-393-Y

Please perform the following measures for all units which have complaints of FM-RECEPTION when they are sent in for repair.

AR. T. CTIVE:

1. Model Numbers:

AR-9377, 9377-2, 9377-3, 9377F, 9377F-3,

AR-9377FY, 9377FY-3, 9377Y-2, 9377Y-3, AR9567,

RX-390Y, 391Y, 395Y, 396Y, RX393-Y

Customer's Complaint:

FM Section Poor reception, IN-OP, Static Noise, SEEK/SCAN

trouble and other complaints relating to FM

reception.

3. Affected Units: Those that are numbered with SERIAL No.

57---- and-before.

Example:

→ Indicates JULY → indicates 1985

MEASURES:

Replace the FRONT-END-ASSY, with the new type (shown below,) in the indicated units when the customer complains of FM reception problems. Include the units proved to be of NO TROUBLE FOUND also.

REPLACEMENT PARTS:

The part number is 295P99802. The improved FRONT-END is distinguished by a Blue-Spot marking on the surface of the left forward corner. See Fig. 1.

> Blue Spot Marking

View of Improved FRONT-END

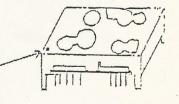


Fig. 1

If the old FRONT-END is still in stock at your location please contact Mitsubishi to exchange it with the improved version.

NOTE:

ALL REMOVED DEFECTIVE PARTS SHOULD BE SENT BACK TO MITSUBISHI WITH A COPY OF THE NARDA FORM.

Thank you for your cooperation.

MITSUBISHI ELECTRIC AUSTRALIA PTY. LTD.