

Car Stereo Service Sbletin

CSA-14

Sony Service Company - Technical Services
A Division of Sony Electronics Inc.
Sony Drive, Park Ridge, New Jersey 07656

Model: CDX-45/45RF/51/65/65RF/
71; EXCD-1RF

No. 358R2

Subject: Skipping When Outer Tracks Are Played.

Date: October 26, 1995

Symptom:

(57)

The audio skips when the outer tracks of the disc are being played. This symptom may be caused by grease and/or oil being deposited on the disc surface from the CD mechanism.

The problem may be found in a small percentage of the above mentioned models.

If it is determined that the customer's complaint is caused by the grease and/or oil problem mentioned above, the customer's XA-10B magazine will be exchanged as detailed below, and therefore the customer must provide his/her original XA-10B magazine before the the repaired changer can be returned to him/her.

Solution:

1- Thoroughly clean the grease and/or oil from the lock assy. **exactly as shown in the drawing.** First, remove any excess grease or oil by wiping the lock assy. with a dry cotton swab. Then, perform a final cleaning by wiping with a cotton swab moistened with alcohol.

2- Clean the rubber roller thoroughly with a cotton swab moistened with alcohol.

3- Move one side of the white plastic roller away from the metal plate, then thoroughly clean the roller (including the outer edge of the roller) with a cotton swab. Next, slip a piece of kraft paper (the paper that grocery bags are made of) between the ends of the roller and the chassis and rotating the roller by hand. Perform a final cleaning by wiping the roller with a cotton swab moistened with alcohol. Repeat this procedure for the opposite side of the roller.

4- Clean the white portions of the ARM(R) ASSY.

5- Remove the washer from the WORM WHEEL (C), then add a COVER (GEAR) and secure it with a +P 2x4 screw. Then reinstall the washer.

6- Clean any discs which the customer may have provided.

7- Replace the customer's magazine with the type shown on the following page.



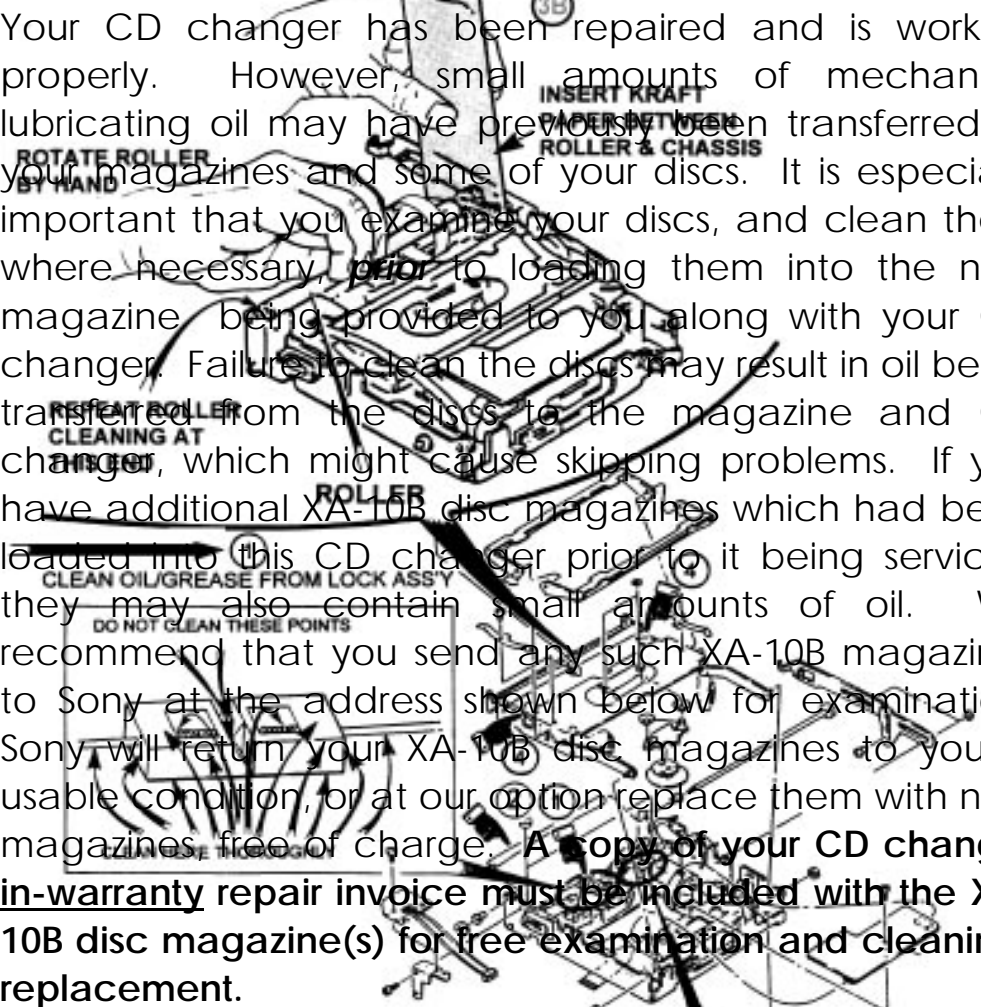
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8. Include a copy of Customer Note on page 3 when the repaired unit is returned to the customer.

REF	DESCRIPTION	PART NUMBER
-	COVER (GEAR)	3-923-090-01
-	SCREW, +P 2X4	7-685-781-09
-	MAGAZINE 450 ASSY	X-3368-306-2

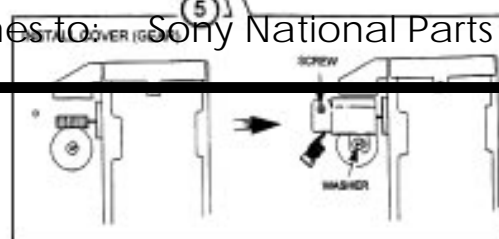
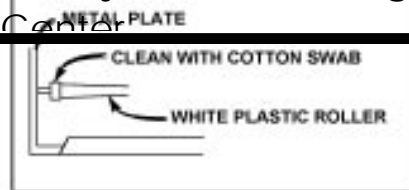
Customer Note

Important Notice



Your CD changer has been repaired and is working properly. However, small amounts of mechanism lubricating oil may have previously been transferred to your magazines and some of your discs. It is especially important that you examine your discs, and clean them where necessary, **prior** to loading them into the new magazine being provided to you along with your CD changer. Failure to clean the discs may result in oil being transferred from the discs to the magazine and CD changer, which might cause skipping problems. If you have additional XA-10B disc magazines which had been loaded into this CD changer prior to it being serviced they may also contain small amounts of oil. We recommend that you send any such XA-10B magazines to Sony at the address shown below for examination. Sony will return your XA-10B disc magazines to you in usable condition, or at our option replace them with new magazines, free of charge. **A copy of your CD changer in-warranty repair invoice must be included with the XA-10B disc magazine(s) for free examination and cleaning/replacement.**

Send your XA-10B magazines to: Sony National Parts Center



Filename: CAR0358.SB
Directory: J:\SBDOC\OCT95
Template: C:\WINWORD\S_BULL.DOT
Title:
Subject:
Author: Hoyt Wing Lee
Keywords:
Comments:
Creation Date: 10/26/95 2:42 PM
Revision Number: 2
Last Saved On: 10/26/95 2:42 PM
Last Saved By: Hoyt Wing Lee
Total Editing Time: 1 Minute
Last Printed On: 04/01/96 10:48 AM
As of Last Complete Printing
Number of Pages: 4
Number of Words: 372 (approx.)
Number of Characters: 2,124 (approx.)