

INDEX

	PAGE
SECTION A GENERAL CLAIM INFORMATION	1
A1 DEFINITIONS	1
A2 WARRANTIES	6
A3 DATE CODES	7
A4 RETURN MATERIAL TAGS	10
A5 WARRANTY ELIGIBILITY	11
A6 PRODUCT LINES	12
A7 SERVICER SCRAP PARTS/DISTRIBUTOR SCRAP PARTS	13
A8 REQUIRED PARTS	14
A9 REQUIREMENTS FOR CREDIT APPROVAL	15
A10 REJECTION AND DEFERRALS	16
SECTION B PREPARING CLAIMS	18
B1 RECEIVING AND INSPECTING PARTS	18
B2 COLOR TV MODULES AND REQUIRED PARTS C&C	20
B3 DISTRIBUTOR SCRAP PARTS C&C	34
B4 SERVICER SCRAP PARTS C&C	38
B5 EXCEPTION PARTS C&C	42
B6 BLACK/WHITE PICTURE TUBE C&C	45
B7 COLOR PICTURE TUBE CLAIMS	48
B8 CABINET REPAIR CLAIM C&C	55
SECTION C TUNERS	58
SECTION D POLICY ADJUSTMENTS	59
SECTION E AUDITS	60
SECTION F WARRANTY ELIGIBILITY - CIRCUITS AND ASSEMBLIES	61
F1 VCR WARRANTY ELIGIBILITY	
F2 B/W TV WARRANTY ELIGIBILITY	
F3 COLOR TV WARRANTY ELIGIBILITY	
F4 VDP WARRANTY ELIGIBILITY	
F5 CAMERA WARRANTY ELIGIBILITY	

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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 [REDACTED] Consumer Electronics. The [REDACTED] 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 [REDACTED] Consumer Electronics products who buys from [REDACTED] 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 Engineer 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 picture 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 Consumer 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".

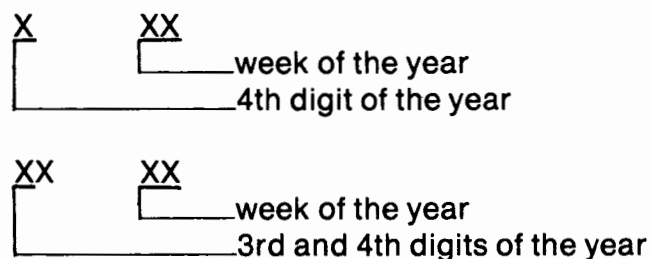
Video Accessories

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 **328201456** 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:

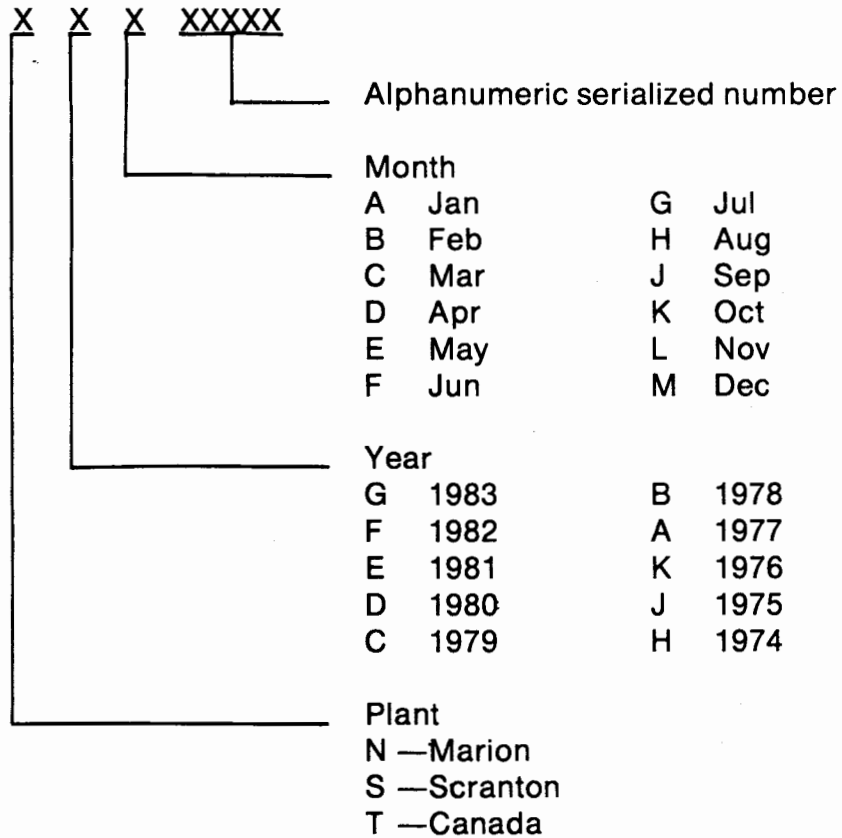
169	Hitachi
274	RCA
337	Westinghouse
462	Philips
577	Chunghwa
1240	Clinton

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).
4. 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 Servicer (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.

Tags for parts returned to the Distributor.

<p>USE BALL POINT PEN</p> <p>MCP # 3.016.308-3.429.827</p> <p>No</p> <p>Carbon Required</p> <p>Form 5808M4 5/79</p>	 <p>Consumer Electronics Division</p>		<p>E-0547367</p>																
	<p>Return Material Tag</p>			<table border="1"> <tr><td>Model</td><td>FGR460WR</td></tr> <tr><td>Serial No</td><td>243189667</td></tr> <tr><td>Date Sold</td><td>1-22-83</td></tr> <tr><td>Date Removed</td><td>7-3-83</td></tr> <tr><td>Part No</td><td>19VLNP22</td></tr> <tr><td>Part Name</td><td>CRT</td></tr> <tr><td>Date Code</td><td>82-47</td></tr> </table>		Model	FGR460WR	Serial No	243189667	Date Sold	1-22-83	Date Removed	7-3-83	Part No	19VLNP22	Part Name	CRT	Date Code	82-47
	Model	FGR460WR																	
	Serial No	243189667																	
	Date Sold	1-22-83																	
	Date Removed	7-3-83																	
	Part No	19VLNP22																	
	Part Name	CRT																	
	Date Code	82-47																	
	Distributor <u>TV DISTRIBUTORS, INC.</u>																		
City <u>ANYTOWN, IN</u>																			
Customer <u>J. DOE</u>																			
Address <u>222 4TH ST. ANYTOWN</u>																			
Service Agent <u>ACME TV</u>																			
City <u>ANYTOWN, IN</u>																			
Customer's description of instrument SYMPTOM <u>FRIT SEAL LEAK</u>																			
Other Parts used? <input type="radio"/> Yes <input checked="" type="radio"/> No																			
<p>Replacement _____ Credit Invoice No _____ Date _____</p> <p>Replacement Or Credit Will Not Be Issued Unless Tag Is Completely Filled In.</p> <p>TUBE SERIAL # NFJA^{RCA COPY} 6891</p>																			

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

<p>USE BALL POINT PEN</p> <p>MCP # 3.429.827</p> <p>No</p> <p>Carbon Required</p> <p>Form 5808M4 REV. 9-81</p>	 <p>Consumer Electronics Division</p>		<p>F-0094500</p>																
	<p>Return Material Tag</p>			<table border="1"> <tr><td>Model</td><td>FGR460WR</td></tr> <tr><td>Serial No.</td><td>243189667</td></tr> <tr><td>Date Sold</td><td>1-22-83</td></tr> <tr><td>Date Part Failed</td><td>7-3-83</td></tr> <tr><td>Part No.</td><td>138920</td></tr> <tr><td>Part Name</td><td>FUSE</td></tr> <tr><td>Date Code</td><td>—</td></tr> </table>		Model	FGR460WR	Serial No.	243189667	Date Sold	1-22-83	Date Part Failed	7-3-83	Part No.	138920	Part Name	FUSE	Date Code	—
	Model	FGR460WR																	
	Serial No.	243189667																	
	Date Sold	1-22-83																	
	Date Part Failed	7-3-83																	
	Part No.	138920																	
	Part Name	FUSE																	
	Date Code	—																	
	Distributor _____																		
City _____																			
Customer _____																			
Address _____																			
Service Agent <u>ACME TV</u>																			
City _____																			
Customer's description of instrument SYMPTOM _____																			
Other Parts used? <input type="radio"/> Yes <input type="radio"/> No																			
<p>Replacement _____ Credit Invoice No _____ Date _____</p> <p>Replacement Or Credit Will Not Be Issued Unless Tag Is Completely Filled In.</p> <p>RCA COPY</p>																			

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.
 - † 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 Servicer. The parts are scrapped in the field by the Servicer after a replacement or a credit is received from the Distributor. There are nine categories of Servicer Scrap Parts:

Capacitors	Fuses
Coils	Knobs
Connectors	Resistors
Diodes	Transistors
Ferrite Beads	

2. **Distributor Scrap Parts** are parts claimed for warranty replacement or credit from the Distributor by the Servicer. The Servicer 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
Eligible Arms (Resonators from other arms)
Cartridges
Motors
Remote Controls

AM/FM Tuner/Amp/Speakers

Eligible Circuits
Integrated Circuits

A9 REQUIREMENTS FOR CREDIT APPROVAL

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

1. 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, mechanical 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 Servicer'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

1. Each defective warranty part claimed for replacement or credit from the Distributor by the Servicer must be supported by a Return Material Tag.
2. 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.
9. 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.

**RCA Consumer Electronics
Report on Claim and
Credit Adjustments**

Color TV Modules
Rev. 1/83

Credit Memo # 3

Ship to: RCA DSPD c/o SDX Corp.
750 Riverside Dr.
Asheville, NC 28801

Period Covered (2)

Distributor's Name (1)
TV DISTRIBUTORS, INC.
Street Address
300 MAIN ST.
ANYTOWN 9
City and Zip Code
7-1-83 TO 7-29-83
46530
State / N

Distributor's Name (1)

Street Address
300 MAIN ST.
ANYTOWN 9
City and Zip Code
7-1-83 TO 7-29-83
46530
State / N

Rev. 1/83

Ship to: RCA DSPD c/o SDX Corp.
750 Riverside Dr.
Asheville, NC 28801

Color TV Modules

Credit Memo # 3

Debit Memo # RG M 30702

Stock No.	Descr. of Part	Quan.	Allow.	Allow. Extended	Distr. Ex. Price	Distr. Ex. Price	Total Cr. Col. 5 + 7	Deletions	Total Dollars Deleted
COLOR MODULES									
142285	MCK002B	(4)	10.00	(5)	24.50	24.50	(7)		
142703	MDD001A		3.00		10.60	10.60			
142704	MDS001A		2.00		13.15	13.15			
142705	MDG001A		4.00		13.40	13.40			
142706	MDC001A		5.00		15.75	15.75			
142709	MDR001A		2.00		11.25	11.25			
142840	MDL002A		4.00		15.30	15.30			
142874	MUV001A/2		10.00		27.10	27.10			
143447	MDH001B		3.00		13.15	13.15			
143686	MST001A		10.00		31.50	31.50			
143950	MST002A		10.00		27.25	27.25			
145152	MCY003A		4.00		13.05	13.05			
145164	MCR003B		9.00		29.80	29.80			
145256	MDL001B		3.00		14.30	14.30			
145890	MCR004B		9.00		21.85	21.85			
145956	MST003A/B		10.00		34.05	34.05			
145965	MPS001A		10.00		49.40	49.40			
145976	MSC004A		10.00		26.90	26.90			
145977	MSS001A		4.00		10.55	10.55			
145978	MCR007A		10.00		24.40	24.40			
145991	MST002B		10.00		28.10	28.10			
146105	MSC002B		10.00		37.25	37.25			
146106	MSC003B		10.00		40.55	40.55			
146134	MSC001C		10.00		36.75	36.75			
146372	MST005A		10.00		34.65	34.65			
146373	MST006A	1	10.00	10.00	25.90	25.90	35.90		
146470	MCR012A	2	9.00	18.00	27.30	27.30	72.60		
146562	MSC001D		10.00		36.75	36.75			
146649	MSC006A		10.00		34.85	34.85			
146650	MSC007A		10.00		36.70	36.70			
146652	MSC009A		10.00		40.55	40.55			

Total Cr. Col. 5 + 7	Total Exch. Extended	Total Dollars Deleted
Total Allow	Total Claim	Net Claim
Date	Date	
7-29-83	7-29-83	
Signature of Distributor's Representative <u>(13)</u>		
Signature of RCA Representative <u>Pante Manager</u>		
It is understood the adjustments described hereon are in full settlement of all claims to date.		

Distribution:
Prepare 5 copies
2 Copies - Warranty Admin.
2 Copies - Packing Slip
1 Copy - Distributor

RCA Consumer Electronics
Report on Claim and
Credit Adjustments

Color TV Modules Rev. 1/83

Credit Memo #

Ship to: RCA DSPD c/o SDX Corp.
 750 Riverside Dr.
 Asheville, NC 28801

Page 2 OF 11

Debit Memo # RGM 3070Q

Distributor's Name: TV DISTRIBUTORS, INC.
 Street Address: 300 MAIN ST.
 City and Zip Code: ANYTOWN 46530
 State: IN

Period Covered: 7-1-83 TO 7-29-83

Total Dollars Deleted: 10

Stock No.	Descrp. of Part	Quan.	Allow.	Allow Extended	Distr. Ex. Price	Distr. Exch. Extended	Total Cr. Col. 5-7	Deletions	Total Dollars Deleted
COLOR MODULES									
1	146993		9.00		18.75				
2	146998		10.00		29.95				
3	146999		10.00		29.95				
4	147005	1	7.00	7.00	16.90	16.90	23.90		
5	147183		10.00		36.80				
6	147184		10.00		33.30				
7	147583		10.00		49.80				
8	147838		10.00		36.85				
9	148039		10.00		35.25				
10	148105		10.00		40.55				
11	148106		10.00		47.05				
12	148436		10.00		34.85				
13	148437		10.00		37.80				
14	148438		10.00		36.75				
15	148545		10.00		30.75				
16	149448		10.00		36.75				
17	149449		10.00		34.85				
18	149450		10.00		36.85				
19	149451		10.00		37.80				
20	149674		6.00		17.85				
21	149675	3	6.00	18.00	18.45	55.35	73.35		
22	149677		10.00		29.55				
23	149693		10.00		31.70				
24	149699		10.00		39.85				
25	149700	4	10.00	40.00	32.30	189.20	169.20		
26	149701		10.00		33.35				
27	149702		10.00		38.55				
28	149703		10.00		40.30				
29	149704		10.00		41.15				
30	149705		4.00		36.50				
31	149798	1	10.00	10.00	44.80	44.80	54.80		

Distribution:
 Prepare 5 copies
 2 Copies - Warranty Admin.
 2 Copies - Packing Slip
 1 Copy - Distributor

Signature of Distributor's Representative: *Penta Manager*

Date: 7-29-83

Tot. Allow: \$ 54.80
 Total Claim: \$
 Less Del: \$
 Net Claim: \$

It is understood the adjustments described hereon are in full settlement of all claims to date.

RCA Consumer Electronics
 Report on Claim and
 Credit Adjustments

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

Credit Memo # _____
 Debit Memo # RGM 30703

Required Rev. 1/83
 Parts _____

Distributor's Name		Period Covered		Page																
TV DISTRIBUTORS, INC.		7-1-83 To 7-29-83		4 OF 11																
Street Address		City and Zip Code		State																
300 MAIN ST.		ANYTOWN 46530		IN																
Stock No.		Descrip. of Part		Quan.		Allow.		Allow. Extended		Distr. Ex. Price		Distr. Exch. Extended		Total Cr. Col. 5 + 7		Deletions		Total Dollars Deleted		
1	1	2	3	4	5	6	7	8	9	10										
REMOTE CONTROLS																				
2	145143	CRK26A		8.00		20.35														
3	146382	CRK26L/E		8.00		24.80														
4	148047	CRK27A		10.00		29.20														
5	151351	CRK29A		10.00		24.65														
6	151532	CRK28A		10.00		29.20														
7	153337	CRK33A	2	8.00	16.00	23.75		47.50		63.50										
8	153357	CRK33B		8.00		23.55														
9	153835	CRK29E		8.00		23.15														
10	154084	CRK28E		10.00		30.95														
11	154282	CRK28D		10.00		28.60														
12	199500	CRK29D		10.00		25.35														
13	156532	CRK32A	1	10.00	10.00	43.00		43.00		53.00										
14																				
15																				
16																				
17																				
18																				
19																				
20																				
21																				
22																				
23																				
24																				
25																				
26																				
27																				
28																				
29																				
30																				
31																				
32																				

Distribution:
 Prepare 5 copies
 4 Copies — Warranty Admin
 1 Copy — Distributor

Signature of Distributor's Representative
Penta Manager

Signature of RCA Representative

Date: 7-29-83

Total Claim \$
 Less Del \$
 Net Claim \$

It is understood the adjustments described hereon are in full settlement of all claims to date.

RCA Consumer Electronics
 Report on Claim and
 Credit Adjustments

Credit Memo #

Debit Memo # RGM 30703

1 2 3 4 5 6

Required Parts
 Rev. 1/83

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

Distributor's Name	Period Covered	Page	Pages
TV DISTRIBUTORS, INC.	7-1-83 TO 7-29-83	8	OF 11
Street Address	City and Zip Code	State	
300 MAIN ST. 7	ANYTOWN 46530 9	IN 10	

Item #	Stock No.	Descrip. of Part	Quan.	Allow.	Allow. Extended	Distr. Ex. Price	Distr. Exch. Extended	Total Cr. Col. 5 + 7	Deletions	Total Dollars Deleted
1	VCR PARTS									
2	148672	UP CYL	1	—	—	38.00	38.00	38.00		
3	150627	AC HEAD	1	—	—	32.35	32.35	32.35		
4	152620	CKT.	2	—	—	3.25	7.50	7.50		
5	154806	CKT.	3	—	—	3.10	9.30	9.30		
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30										
31										
32										

Distribution:
 Prepare 5 copies
 4 Copies — Warranty Admin
 1 Copy — Distributor

Signature of Distributor's Representative
Parts Manager
 Signature of RCA Representative

Date
 7-29-83
 Date

Tot. Allow \$
 Total Claim \$
 Less Del \$
 Net Claim \$

It is understood the adjustments described hereon are in full settlement of all claims to date.

RCA Consumer Electronics
 Report on Claim and
 Credit Adjustments

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

Credit Memo #

Required Rev. 1/83
 Parts

Debit Memo # RGM30703

Distributor's Name	Period Covered	Page	Pages
TV DISTRIBUTORS, INC	7-1-83 TO 7-29-83	9	OF 11
Street Address	City and Zip Code	State	
300 MAIN ST. 7	ANYTOWN 46530 9	IN.	10

Stock No.	Descrip. of Part	Quan.	Allow.	Allow. Extended	Distr. Ex. Price	Distr. Exch. Extended	Total Cr. Col. 5 + 7	Deletions	Total Dollars Deleted
PROJECTION TV PARTS									
1	Return: Cathode Ray Tubes, Eligible Circuits.		Remote Controls, Lenses,						
2									
3									
4									
5	150045 Remote		10.00		39.15				
6	153379 Remote	1	10.00	10.00	30.35	30.35	40.35		
7									
8									
9									
10									
11	180RB22B CRT		XXX		159.00				
12	180RB22G CRT		XXX		159.00				
13	180RB22R CRT	1	XXX		159.00	159.00	159.00		
14									
15	150098 CKT.	1			14.00	14.00	14.00		
16	150101 CKT.	2			9.90	19.80	19.80		
17	153636 TUNER	1			39.75	39.75	39.75		
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30									
31									
32									

Date	Tot. Allow	Total Claim	Less Del	Net Claim
7-29-83		\$	\$	\$
Date				

It is understood the adjustments described hereon are in full settlement of all claims to date.

Signature of Distributor's Representative
Parts Manager
 Signature of RCA Representative

Distribution:
 Prepare 5 copies
 4 Copies - Warranty Admin
 1 Copy - Distributor

RCA Consumer Electronics
 Report on Claim and
 Credit Adjustments

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

Credit Memo #

Required
 Parts

Rev. 1/83

Debit Memo # **RGM 30703**

1 2 3 4 5 6 7 8 9 10

Distributor's Name
TV DISTRIBUTORS, INC

Period Covered
7-1-83 TO 7-29-83

Page
10 OF 11

Street Address
300 MAIN ST.

City and Zip Code
ANTTOWN 46630

State
IN

Stock No.	Descrip. of Part	Quan.	Allow.	Allow. Extended	Distr. Ex. Price	Distr. Exch. Extended	Total Cr. Col. 5 + 7	Deletions	Total Dollars Deleted
VIDEODISC PLAYER PARTS									
1	Return:								
2	Arms, Cartridges, C's, Motors, Remote Controls and Turntables.								
5	154036 ARM		15.00		47.00				
6	154499 CRK34A	1	10.00	10.00	25.15	25.15	35.15		
7	149006 MOTOR	1			6.25	6.25	6.25		
8	154100 CARTRIDGE	2			43.00	86.00	86.00		
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30									
31									
32									

Distribution:
 Prepare 5 copies
 4 Copies — Warranty Admin
 1 Copy — Distributor

Signature of Distributor's Representative
Patricia Manager

Date
7-29-83

Total Claim
 \$

Less Del
 \$

Net Claim
 \$

It is understood the adjustments described hereon are in full settlement of all claims to date.

RCA Consumer Electronics Ship to: RCA Consumer Electronics
 Report on Claim and Material Warranty 2-197
 Credit Adjustments 501 N. LaSalle St.
 Credit Memo # Indianapolis, IN 46201

Required Rev. 1/83
 Parts

Debit Memo # RAM30703

Distributor's Name	Period Covered	Page	Pages
TV DISTRIBUTORS/NC	7-1-83 TO 7-29-83	11	OF 11
Street Address	City and Zip Code	State	
300 MAIN ST. 7	ANTOWN 46530 9	IN	10

1	2	3	4	5	6	7	8	9	10
Stock No.	Descrip. of Part	Quan.	Allow.	Allow. Extended	Distr. Ex. Price	Distr. Exch. Extended	Total Cr. Col. 5 + 7	Deletions	Total Dollars Deleted
COLOR CAMERA PARTS									
1	Return: CRT's, Lenses, Pickup Tubes, Image Sensors, Eligible Circuits, IC's.								
5	154907 CRT	1	—	—	56.35	56.35	56.35		
6	155076 IC	1	—	—	6.35	6.35	6.35		
7	155306 NEWVICOM	1	—	—	248.00	248.00	248.00		
8	155596 CKT	1	—	—	5.90	5.90	5.90		
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30									
31									
32									

Distribution:	Tot. Allow	Total Claim	Less Del	Net Claim
Prepare 5 copies	96.00	\$ 1,172.50	\$	\$
4 Copies -- Warranty Admin	Date	Date	It is understood the adjustments described hereon are in full settlement of all claims to date.	
1 Copy -- Distributor	7-29-83			
	Signature of Distributor's Representative	Signature of RCA Representative		
	<i>Porta Manager</i>			

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.

Report on Claim and Credit Adjustments

Credit Memo #

DISTRIBUTOR SCRAP PARTS

Debit Memo # **RCM 30704**

Distributor's Name **TV DISTRIBUTORS, INC.**

Street Address **300 MAIN ST.**

City and Zip Code **ANYTOWN 46530**

State **IN**

Period Covered **7-8-83 TO 8-5-83**

Page **3** Of **2**

Stock No.	Description of Part	Quantity	Unit Price	Total Price	Returned	Deleted Not Rec	Deleted Rec & Deleted	Other	Total Dollars Deleted
145158	B/W TV MODULES	1	17.80	17.80					
MAFO09A									
143036	B/W TV PARTS	1	1.55	1.55					
145311	SOCKET	1	14.15	14.15					
146766	YOKER	2	17.10	34.20					
	XFMR								
	COLOR TV PARTS								
105330	XTAL	1	2.10	2.10					
147641	XFMR	2	4.50	9.00					
149023	XFMR	1	5.70	5.70					
149982	XFMR	1	2.35	2.35					
149269	SPKR	1	4.40	4.40					
152768	IHVT	2	23.90	47.80					
156265	ANT	1	4.70	4.70					
157645	SWITCH	1	.50	.50					
	PROJECTION TV PARTS								
150047	SWITCH	1	1.05	1.05					
155360	XFMR	2	36.70	73.40					
155375	SPKR	1	4.30	4.30					
	VCR PARTS								
147313	XFMR	1	.65	.65					
150500	CORD	2	2.25	4.50					
156929	SWITCH	1	1.40	1.40					
157025	REEL	1	2.55	2.55					
157037	BASE	1	3.35	3.35					
157045	SENSOR	2	.25	.50					
167052	CLUTCH	3	8.30	24.90					
157063	FLYWHEEL	1	2.25	2.25					

Signature of Distributor's Representative **Pate Manager**

Date **8-5-83**

Total Claim \$ **8-5-83**

Less Del \$

Net Claim \$

It is understood the adjustments described hereon are in full settlement of all claims to date.

Distribution: Prepare 5 copies
4 Copies - Warranty Admin
1 Copy - Distributor

Report on Claim and #
Credit Adjustments

Credit Memo #

Debit Memo # **RCM30704**

**DISTRIBUTOR SCRAP
PARTS**

Distributor's Name		Period Covered		Page	Pages					
TV DISTRIBUTORS, INC		7-8-83 TO 8-5-83		2	2					
Street Address		City and Zip Code		State						
300 MAIN ST.		ANN TOWN 46530		IN						
Item #	Stock No.	Description of Part	Quantity	Unit Price	Total Price	Returned	Deleted Not Rec	Rec & Deleted	Other	Total Dollars Deleted
1		VDP PARTS								
2	149078	GUIDE	1	.34	.34					
3	149135	CAM	1	.50	.50					
4	149139	XTAL	2	1.40	2.80					
5	167323	SWITCH	2	1.50	3.00					
6		CAMERA PARTS								
8	154977	MIC	1	8.95	8.95					
9	155194	SWITCH	2	1.45	2.90					
10	155951	LENS MOUNT	1	7.35	7.35					
11	156079	SOCKET	2	1.90	3.80					
12										
13										
14										
15										
16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30										
31										
32										
Total Claim	10	\$ 292.74	\$							
Less Del										
Net Claim			\$							
Date	8-5-83									
Date										

Distribution:
Prepare 5 copies
4 Copies - Warranty Admin
1 Copy - Distributor

It is understood the adjustments described hereon are in full settlement of all claims to date.

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.

Report on Claim and #
Credit Adjustments

SERVICER SCRAP PARTS

Distributor's Name: **TV DISTRIBUTORS, INC.**
 Street Address: **300 MAIN ST.**
 City and Zip Code: **ANYTOWN 46530**
 State: **IN**

Period Covered: **② 7-15-83-TO 8-13-83**
 Deleted Rec & Deleted:
 Other:
 Total Dollars Deleted:
 Page **③** Of **2**

Item No.	Stock No.	Description of Part	Quantity	Unit Price	Total Price	Returned	Deleted Not Rec	Deleted Rec & Deleted	Other	Total Dollars Deleted
⑤		B/W TV PARTS								
1	119597	DIODE	5	.50	2.50					
2	141868	CAP	1	.53	.53					
3	143617	FUSE	3	.50	1.50					
4	148036	RES	1	.50	.50					
5	153233	XISTOR	2	1.00	2.00					
6										
7										
8		COLOR TV PARTS								
9	142670	DIODE	2	.50	1.00					
10	146847	XISTOR	1	1.00	1.00					
11	147943	DIODE	4	.79	3.16					
12	148964	X16TOR	3	4.00	12.00					
13	151257	COIL	1	.50	.50					
14	152102	BEAD	3	.15	.45					
15	154521	FUSE	4	.21	.84					
16										
17		PROJECTION TV PARTS								
18	127355	XISTOR	1	1.65	1.65					
19	150055	FUSE	5	1.00	5.00					
20	156354	COIL	1	1.00	1.00					
21	155364	RES	1	18.05	18.05					
22										
23		VCR PARTS								
24	147480	CONNECTOR	1	.58	.58					
25	158242	CAP	1	.18	.18					
26	152284	DIODE	3	.10	.30					
27	153525	XISTOR	2	.18	.36					
28	156560	COIL	1	.50	.50					
29	156668	FUSE	4	.48	1.92					
30	156589	RES	1	.75	.75					
31	156696	CONNECTOR	1	1.00	1.00					
32	156638	CONNECTOR	1	1.95	1.95					

Date: **8-12-83**
 Signature of Distributor's Representative: **Pete Menager**
 Signature of RCA Representative:
 Total Claim: \$
 Less Del: \$
 Net Claim: \$

It is understood the adjustments described hereon are in full settlement of all claims to date.

Distribution:
 Prepare 5 copies
 4 Copies - Warranty Admin
 1 Copy - Distributor

Report on Claim and #
Credit Adjustments

**SERVICER SCRAP
PARTS**

Distributor's Name
TV DISTRIBUTORS, INC.

Period Covered
7-15-83 TO 8-10-83

Page **2** Of **2**

Street Address
300 MAIN ST.

City and Zip Code
ANTOWN 46530

State
IN

Debit Memo # **RM30705**

Item No.	Stock No.	Description of Part	Quantity	Unit Price	Total Price	Returned	Deleted Not Rec	Deleted Rec & Deleted	Other	Total Dollars Deleted
1		VCR PARTS CONT'D.								
2	156690	COIL	1	.25	.25					
3	156700	FUSE	6	.40	2.40					
4										
5		VDP PARTS								
6	143794	XISTOR	3	1.00	3.00					
7	143814	BEAD	6	.15	.90					
8	143849	RES	1	.50	.50					
9	153927	CONNECTOR	1	.25	.25					
10										
11		CAMERA PARTS								
12	146999	XISTOR	2	.75	1.50					
13	148771	DIODE	1	.25	.25					
14	155036	RES	1	1.90	1.90					
15	155067	CONNECTOR	1	.75	.75					
16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30										
31										
32										

Total Claim	19	Less Del		Net Claim	
Date	8-10-83				
Signature of Distributor's Representative		Signature of RCA Representative		Total Claim 70.92 \$	
<i>Parte Manager</i>				Net Claim \$	
It is understood the adjustments described hereon are in full settlement of all claims to date.					

Distribution:
Prepare 5 copies
4 Copies -- Warranty Admin
1 Copy -- Distributor

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 un-repairable.

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.**

Report on Claim and #
Credit Adjustments

Credit Memo # 4
Debit Memo # RAM30706

**EXCEPTION
PARTS**

Distributor's Name TV DISTRIBUTORS, INC.		Period Covered 7-22-83 TO 8-19-83	Page 3 Of 1
Street Address 300 MAIN ST		City and Zip Code ANYTOWN 46530	State IN

Item No.	Stock No.	Description of Part	Quantity	Unit Price	Total Price	Returned	Deleted Not Rec	Rec & Deleted	Other	Total Dollars Deleted
5	152805	B/W TV PARTS TUNER	1	26.25	26.25					
6	9VBAP22	COLOR TV PARTS CRT	1	118.00	118.00					
7	149785	CKT	1	26.90	26.90					
8	153943	BACK	1	10.85	10.85					
9		VCR PARTS								
10	155704	CKT	1	53.30	53.30					
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30										
31										
32										

Signature of Distributor's Representative <i>Distributor Service Manager</i>	Date 8-19-83	Total Claim \$ 235.30	Less Del	Net Claim
Signature of RCA Representative <i>Field Service Engineer</i>	Date 8-24-83	It is understood the adjustments described hereon are in full settlement of all claims to date.		

Distribution:
Prepare 5 copies
4 Copies - Warranty Admin
1 Copy - Distributor