

SONY®

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

CONFIDENTIAL

Service Bulletin Computer

CSI-116**Model:** PC-V70/V90**No.** 1**Subject:** Toll-Free Technical Support Hotline for
Authorized Servicing Dealers.**Date:** January 6, 1997**Symptom:****(**)**

A toll-free technical support hotline has been established to provide Authorized Servicing Dealers with technical support on the VAIO PC.

Solution:

The toll-free telephone number for the Authorized Servicing Dealer (ASD) hotline is as follows:

1-888-655-SONY (7669)

- Access to this toll-free telephone number will be limited to ASD's.
- The Technical Support Staff will be available between the hours of 8:15 AM EST and 4:30 PM EST, Monday through Friday. This does NOT include Holidays.
- Access to the Headquarters technical support personnel will require entry of a pass code by the caller. This pass code will be entered following the "Welcome" prompt. See the Pass Code Entry Instructions below for details.
- All parts related issues should be handled by the ASD's regular National Parts Center Customer Service Representative.

Pass Code Entry Instructions:

- After dialing the toll-free number listed above, listen for the following "Welcome" prompt: "Welcome to the Sony Technical Services Dealer Hotline for the VAIO PC. Please enter your pass code and you will be transferred to a Technical Support Engineer."
- When the "Welcome" prompt is finished, press the number 8 on a touch-tone telephone and you will be transferred to a Technical Support Engineer.



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