

**SONY**

Hi-Fi Products  
Service Bulletin

Sony Service Company - Technical Services  
A Division of Sony Corporation of America  
Sony Drive, Park Ridge, New Jersey 07656

**Model:** DTC-57ES/750

**No.303**

**Subject:** Tape Gets Scratched

**Date:** October 30, 1992

**Symptom:**  
(62)

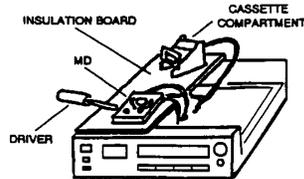
- The tape gets scratched.
- The tape stops during the FWD mode.
- During playback, the audio is heard intermittently.

The problems are caused by excessive back-tension torque.

**SOLUTION**

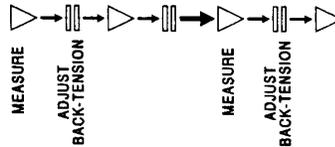
Readjust the back-tension torque as outlined below.

- Remove the MD and the cassette compartment from the unit.
- Separate the MD from the cassette compartment and place these parts on a board as shown. The connector should remain plugged in.
- Install the torque meter TW-7131 and the cassette holder.
- Start the test mode and set up the FWD mode. Adjust the back-tension torque for minimum 4.5 ~ 5.0 gcm during one turn of the torque meter.



**NOTES**

- In case you turn the adjustment screw, it will be necessary to change modes once or twice, otherwise the back-tension torque measurement will prove inaccurate. The reason for this is the friction generated by the housing and the pole piece of the attraction-type plunger.



- Try to finish the adjustment within one minute as the torque will vary with the heating-up of the plunger.