

TV Products Service Bulletin

CSV-1

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

Model: KV-13M10, KV-20M10, KV-20S10, KV-27S10, KV-27S15, KV-27V10, KV-27V15, KV-27V55, KV-27XBR45, KV-32S10, KV-32S15, KV-32V15, KV-32XBR45, KV-32XBR85, KV-32XBR100, KP-41T15, KP46S15, KP-46V25, KP-53S15, KP-53V25, KP-53XBR45, KP-61V25, KP-61XBR48
No. 290
ALL CLOSED CAPTION MODELS

Subject: Black box with code numbers in upper corner **Date:** March 11, 1996

Symptom:
(122)

While watching commercials a black box containing code numbers appear in the upper left corner of the screen. These codes typically consists of 8 digits (4 letters followed by 4 numbers) and they appear only during certain commercials.

Example: For a Crest Commercial, the codes PGCR1245 may appear.

Solution: Broadcasters incorporate commercial ID's into the beginning video lines. Customers who erroneously set their units to closed caption CC2 are able to decode these IDs. Setting the closed caption to CC1 or CC Off will remedy the situation

