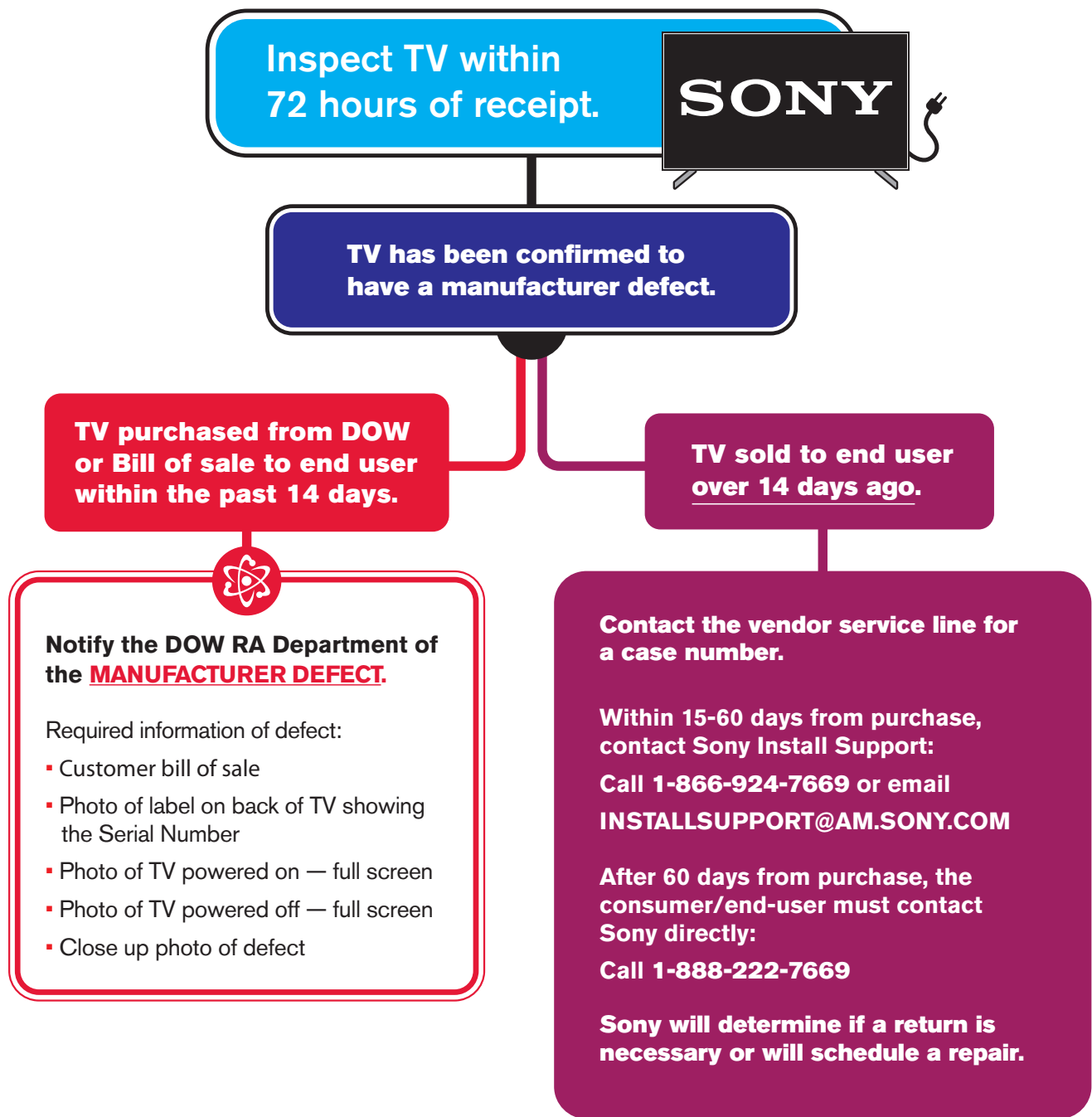


DOW RECEIVING BEST PRACTICES

MANUFACTURER DEFECT — SONY TELEVISIONS —

Manufacturer Defect — Mechanical failure i.e. power failure, screen failure, speaker/sound failure, button failure, etc.



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