

INFORMATION UPDATE

** Please direct this publication to the department or individual responsible **

Defective AMI Favorites Hard Drives

Subject: Songs fail Decryption

Products Affected: 22192013 AMI Favorites Hard Drives

Rowe International has recently discovered that 249 AMI Favorites hard drives shipped between April 4, 2006 and April 17, 2006 are defective.

The symptom encountered is that the jukebox will boot normally, but will not play any songs. An error is created in the event log that indicates that a decryption error has occurred.

Although thorough testing is continuing, at this time we believe the error is limited to the AMI Favorites drive only. We are currently in the process of making replacement drives and will begin shipping them to distributors today.

For ease of identification, replacement drives will have a blue serial number label on the outside of the carton.

All Distributors who have AMI Favorites hard drives in their inventory, with a serial number between 106610 and 107035 are urged to return them to Rowe as soon as possible for full credit.

<u>Part Number</u>	<u>Description</u>	<u>List Price</u>
22192013	Hard Drive-AMI Favorites 120 GB	\$150.00



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GJA _____
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