

RUSTY LUCAS
P.O. Box 422
SANDUSKY, OHIO 44871

July 1, 2005

Thompson, Inc./ RCA
10330 N. Meridian Street
Indianapolis, IN 46290
ATTN: Customer Relations

Dear RCA Television Designers,

Have you ever given any thought to getting out of the television industry? I have determined that your televisions are about one step above dog crap. Dog Crap -- as in Nipper ate Chipper and pooped him out in the shape of a television set. Then you boxed it up and shipped it to my local electronics store for sale.

About three years ago I bought the reconstituted Chipper and it worked just fine for about 16 months, and then it went bad right in the middle of a movie I was watching. This was a 32" television that weighed about 350 pounds. I don't remember the model number and I have long ago lost the owners manual because I haven't USED the set in close to two years. Otherwise I would tell you specifically which television set it was so that you could pull the whole line off the market. My local repairman told me that RCA no longer designs their televisions to last. He said that they are made to be dispensable. I spent close to \$400 on this TV and it is less than two years old. I don't remember anyone telling me that this television set was only designed to last for a few years. I want my money back!

I don't remember what the problem was. I described the symptoms to the repairman over the phone and he told me what the problem was. Ultimately it wasn't fixable. When the problem first occurred and I turned the set on, it would emit a high pitched whine, but no picture or sound. After a few weeks or months of that, it no longer did anything at all -- not even whine. The repairman told me that it might have been a simple item to replace initially, but that it sounded like my problem had worked its way back to the power source and likely damaged other internal components beyond repair. Why didn't I take it in right away to see if I could get it repaired? Because the thing is so heavy and cumbersome that I could not handle it myself and I have no friends to help me with it. I had to pay two guys to come over last weekend and carry it down the stairs and toss it into the dumpster out back. I paid you for the TV and then paid someone else to carry it away as a worthless piece of junk! Now does that seem fair?

Let me tell you good folks a story. In 1989, I bought a 13" color television made by Gold Star. I paid about \$80 for that TV. Sixteen years later it still works PERFECTLY. Sixteen years vs. barely sixteen months... I think that you owe me some money and an apology. I did not abuse