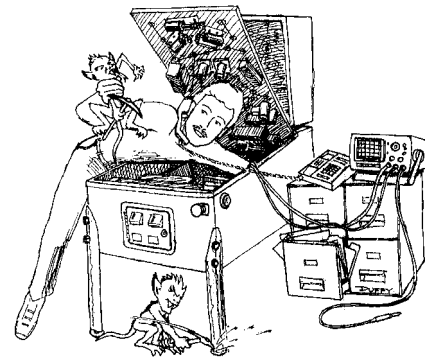


Service Bulletin N^o 104



Joe Blackwell
Technical Support Manager

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Technical Support Administrator

TO: Accounts Payable and Parts & Service Managers

DATE: September 25, 1997

SUBJ: Future Parts & Service Pinball Game Manuals

**THIS SERVICE BULLETIN
REQUIRES A FAX RESPONSE!**


Explanation:

We at Sega Pinball strive to provide the highest quality of *Customer Service* possible to all of our distributors worldwide. We have throughout our ten year history always provided you, our distributors, with two (2) **Parts & Service Pinball Game Manuals** at no cost for your Parts & Service Departments. We are one of the few manufacturers that provide this service and feel that it is very important that you continue to receive these manuals so that you can offer your customers the highest level of service possible.

Due to the high cost of providing these manuals to all of our distributors, we have found we can no longer absorb the cost of distributing these at no charge. Below you will find a procedure and a short questionnaire that I would like you to fill out and fax back immediately so that we can continue to provide you this service without interruption.

Procedure:

- 1 We will at the beginning of each *Game Production Run*, automatically ship you two (2) **Parts & Service Pinball Game Manuals** to the attn. of your **Parts & Service Depts.** They will ship *UPS Ground* domestically and *customer preferred* method for export customers. This will occur approximately four (4) times a year. **Note:** We will be happy to *stage* or include these manuals with any *parts shipments pending* or *in the process of shipping* to reduce your freight cost.
- 2 You will be invoiced using a *Generic P.O. #* (e.g. "PTMANUAL9/97") which will be the description and the month/year. The invoice will include the cost of the manuals and freight. The manuals will be sold to you at a **reduced** price of \$5.00/ea. (\$10.00 total), substantially lower than their actual price.

QUESTIONNAIRE (Please fill-out  & fax back to 708-345-7889 ASAP.)

YES! Please automatically send us two (2) **Parts & Service Pinball Game Manuals** at special cost so that we have the most current product information available.

NO, we will not require a **Parts & Service Pinball Game Manual** for our Parts Sales & Service Departments.



DISTRIBUTOR NAME

CONTACT & PHONE

Comments: _____

Any questions or concerns please call and/or fax Joe Blackwell, Technical Support Manager at the below numbers:

• 1990 Janice Avenue • Melrose Park, IL 60160 • Tel 708-345-7700 or Toll-Free (USA/Canada) 1-800-542-5377 • Fax 708-345-7889 •