

Subject: Re: CLI - Technical Support Request - (MuVo Sport C100)
(KMM10730579I16636L0KM)

From: Tian

Date: Mon, 10 Jul 2006 15:44:38 -0700

To: "Creative Americas Customer Support"

Dear Technical Support,

What I need is to find a way to repair MuVo C100. I have gone through the firmware update as suggested by one of the previous tech support person. I have also submitted the necessary information for RMA, I do not understand why is it necessary for me to call the tech support line and have them to go through the same "diagnose" process and eventually to confirm that my product's display is not working.

One of the previous email states that MuVo C100 maybe EOSL (End of Service Life) and may not be repairable due to lack of parts, if so, then why MuVo C100 is still available for purchase via Creative's website?

<http://us.creative.com/products/product.asp?category=213&subcategory=215&product=10794>

Why is it so difficult for Creative to issue me a RMA and repair my MuVo C100?