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Subject: PSP Major manufacture error

Posted by [Deathgod](#) on Fri, 18 Feb 2005 21:45:55 GMT

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This is typical Sony PR work.

1. Deny the problem and tell people to fuck off.
2. After media coverage, quietly replace or repair units (at no charge after much complaining from customers to the poor tech support rep) via tech support.
3. Announce a product revision to 'enable new functionality' that will not be backwards compatible with many features from earlier product, but launch massive media spin to make it seem like you are the greatest customer service-oriented organization in the world.
4. Put in hands of pop culture icon (p. diddy, paris hilton, etc.) to ensure mass market hype.
5. Sit back on your bags of money and laugh.
6. Repeat as soon as new hardware flaw is discovered.

I mean, this should be no surprise to anyone... they've had problems with every piece of hardware they have launched as a console maker. The PS1 and PS2 both had no less than 10 revisions apiece. I expect the PSP will be probably worse judging by early complaints.

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