



SERVICE BULLETIN

IMPORTANCE: HIGH

PAC-MAN TICKET MANIA™ – FOAM WASHER KIT

(Serial #: RT02400E01-RT02400E99, RT02401E00-RT02401E99, RT02402E00-RT02402E50)

Raw Thrills has identified an aesthetic issue associated with the Pac-Man Ticket Mania™ 42" Game. As a result, Raw Thrills is issuing a kit to fix the control panel illumination problems on games with serial numbers in the ranges listed above. Under normal conditions, it is likely for there to be unintended illumination underneath the control panel plastic. The foam washers included in this kit sent with this bulletin must be installed as shown in the instructions below.



Figure A - Pre-Kit Illumination



Figure B - Post-Kit Illumination

For Additional Assistance, Please Contact Joe Blackwell of Namco at 847-264-5614.

Kit Description:

- (9) ADHESIVE-BACKED FOAM WASHERS
- (1) INSTALLATION INSTRUCTION SHEET

Required Tools:

- (1) DRILL OR 1/4" SCREWDRIVER WITH T-27 TAMPERPROOF TORX & PHILLIPS BIT
- (1) 3/8" SOCKET WRENCH
- (1) PAIR OF GLOVES (FOR HANDLING OF CLEAR CONTROL PANEL PLASTIC)

PROCEDURE:

1. REMOVE START BUTTON AND JOYSTICK PLATE ASSEMBLY
 - OPEN COIN DOOR, AND LOCATE THE HARNESS FOR THE START BUTTON AND JOYSTICK AND TRACE IT BACK TO THE CONNECTOR WHICH LEADS TO THE I/O BOARD. UNPLUG THIS CONNECTION, WHICH CAN MOST EASILY BE DONE FROM THE LOWER BACK DOOR (PHILLIPS BIT SCREWDRIVER MAY BE NEEDED IF SHIPPING SCREWS ARE STILL INSTALLED ON DOOR). AFTER UNPLUGGING THE CONNECTION, REMOVE THE START BUTTON AND JOYSTICK SIDE OF THE HARNESS FROM ANY WIRE CLAMPS SO THAT IT CAN BE REMOVED FROM THE GAME EASILY.

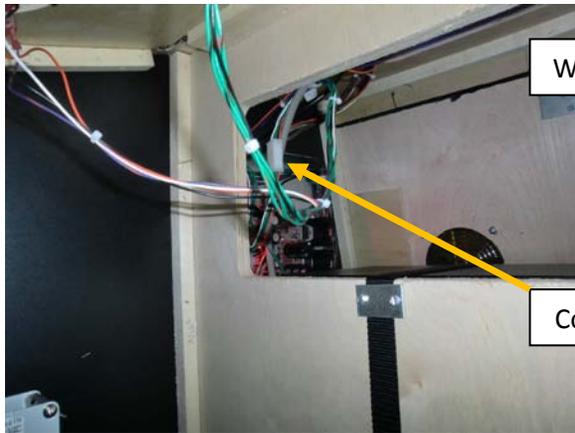


Figure C - Control Panel Harness to I/O Connector

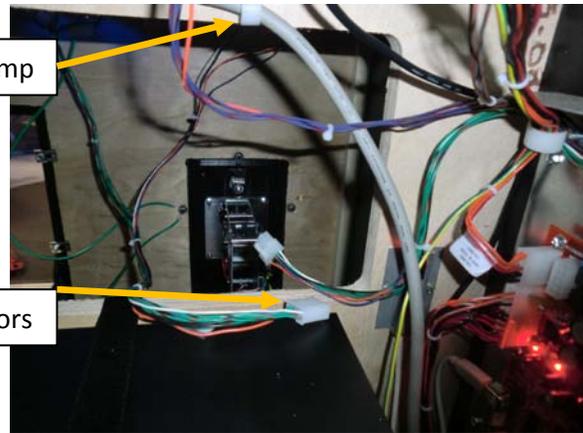


Figure D – Unplugged Connection

- CAREFULLY TWIST THE LIGHT/SWITCH ON THE BOTTOM SIDE OF THE START BUTTON AND REMOVE. USING 3/8" SOCKET, REMOVE (4) 10-32 LOCKNUTS AND WASHERS SECURING THE JOYSTICK PLATE ASSEMBLY TO THE CONTROL PANEL; LOCKNUTS ARE LOCATED AT THE FRONT, RIGHT, BACK AND LEFT EDGES OF THE JOYSTICK PLATE. TAKE NOTE OF THE LOCATION OF THE GREEN OR SILVER GROUNDING WIRE WHICH WILL BE AFFIXED TO THE JOYSTICK PLATE; IT WILL NEED TO BE REATTACHED WHEN REINSTALLING THE JOYSTICK PLATE ASSEMBLY. REMOVE JOYSTICK PLATE ASSEMBLY WITH HARNESS ATTACHED.**

Joystick
Plate
Mounts (4)

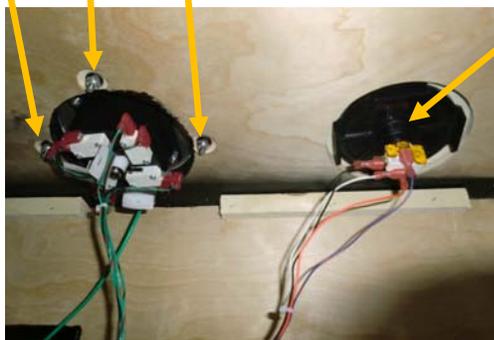


Figure E - Joystick Plate and Start Button Mounting

Start
Button
Retaining
Nut

Ground
Ring
Terminal

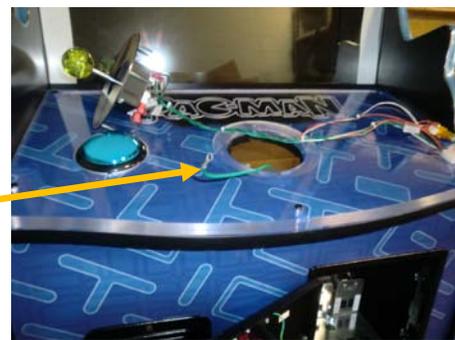


Figure F - Joystick Plate Assembly Removed

- LOOSEN AND REMOVE THE RETAINING NUT ON THE BUTTON AND REMOVE THE START BUTTON.**
- USING T-27 TAMPERPROOF TORX BIT, REMOVE (5) SCREWS AND ACCOMPANYING WASHERS TO FREE THE CLEAR CONTROL PANEL PLASTIC. BECAUSE OF THE LED LIGHT STRIP THAT IS INSERTED INTO THIS PLASTIC PART, CARE SHOULD BE TAKEN WHEN EITHER REMOVING THE PLASTIC PART OR WHEN PROPPING IT UP AGAINST THE GLASS. (NOTE: CONTROL PANEL PLASTIC IS HIGHLY SENSITIVE TO FINGERPRINTS AND SCRATCHES. TAKE EXTREME CARE WHEN HANDLING THIS PART; GLOVES ARE RECOMMENDED.)**

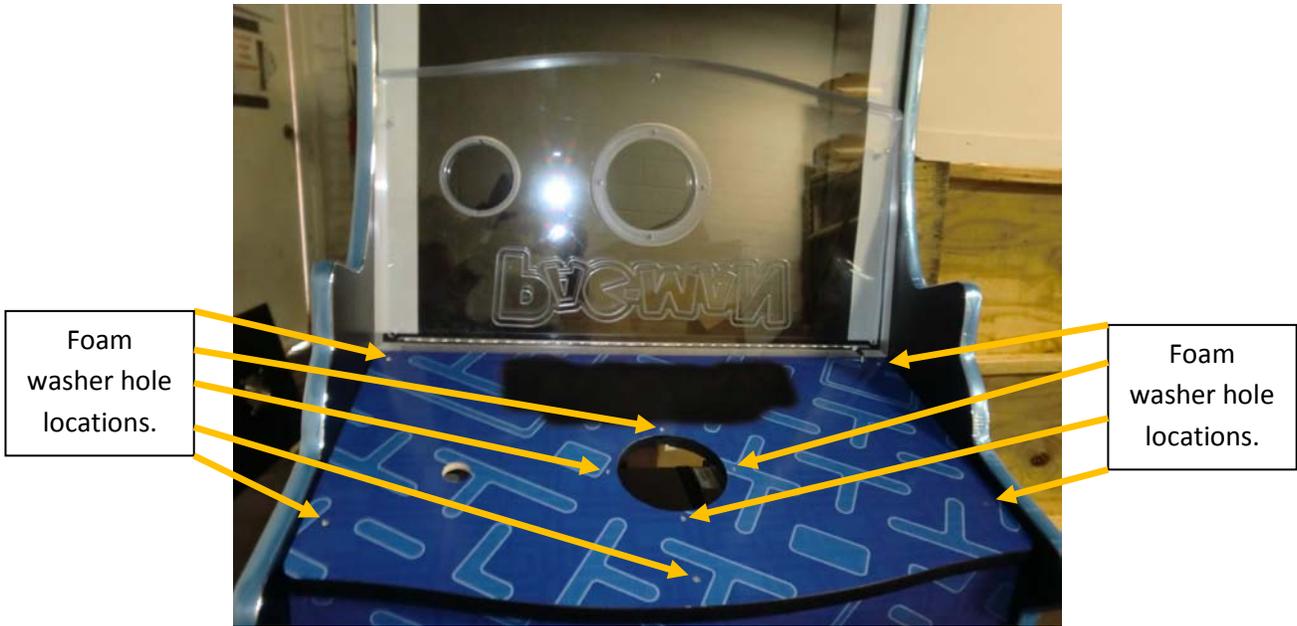


Figure G - Clear Control Panel Plastic, Shown Propped Up Against Glass

2. INSTALL ADHESIVE-BACKED FOAM WASHERS ON DECALLED CONTROL PANEL

- **INSTALL (9) ADHESIVE-BACKED FOAM WASHERS ATOP THE DECAL ON THE CONTROL PANEL OF THE CABINET. (5) WILL BE INSTALLED AT THE OUTER HOLE LOCATIONS OF THE CONTROL PANEL PLASTIC HOLE MOUNTS AND (4) WILL BE INSTALLED AT THE JOYSTICK PLATE THROUGH HOLES ON THE CONTROL PANEL. (NOTE: ADHESIVE ON BACK OF FOAM WASHERS IS PERMANENT. CARE MUST BE TAKEN WHEN INSTALLING THESE AS THE ADHESIVE WILL STICK TO DECAL IMMEDIATELY AND REALIGNMENT WILL NOT BE POSSIBLE.)**

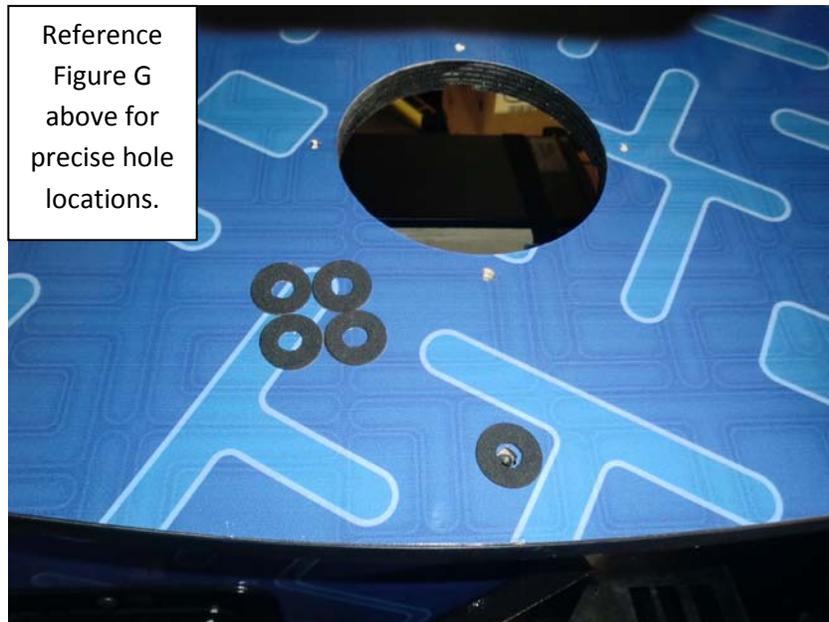


Figure H - Install Foam Washers Centered on (9) Control Panel Holes

3. REASSEMBLE THE CONTROL PANEL

- IF NECESSARY, CLEAN THE CONTROL PANEL PLASTIC WITH A NON-ABRASIVE CLEANING AGENT AND NON-ABRESIVE TOWEL (*NOTE: PLASTIC CAN SCRATCH*). ALSO, CLEAN OFF ANY DUST THAT MAY BE ON THE DECALLED SURFACE OF THE CONTROL PANEL.
- REINSTALL THE CLEAR CONTROL PANEL PLASTIC IN THE SAME FASHION IT WAS INSTALLED BEFORE. MAKE SURE THAT THE LED LIGHT STRIP IS PROPERLY INSERTED INTO THE CHANNEL NEAR THE BACK OF THE PLASTIC WHEN IT IS BEING REALIGNED AND INSTALLED. USING T-27 TAMPERPROOF TORX BIT, INSTALL THE (5) SCREWS THAT AFFIX THE CONTROL PANEL PLASTIC TO THE CABINET.
- REINSTALL THE START BUTTON, WITH ITS ACCOMPANYING RETAINING NUT; THERE ARE REGISTRATION TABS ON THE UNDERSIDE OF THE BUTTON TO MATCH THE NOTCHES ON THE CONTROL PANEL PLASTIC.
- REINSTALL THE JOYSTICK PLATE ASSEMBLY USING A 3/8" SOCKET WRENCH AND THE (4) WASHERS AND LOCKNUTS. THE GROUND WIRE (GREEN OR SILVER) RING TERMINAL MUST ALSO BE REINSTALLED IN THIS STEP. THE ORIENTATION OF THE JOYSTICK PLATE SHOULD BE SUCH THAT THE PART NUMBER ON JOYSTICK PLATE DECAL IS LOCATED IN THE BOTTOM RIGHT, OR 4:30 IN CLOCK LINGO.



Figure I - Decal Part Number (Bottom Right) used for Orientation

- REATTACH THE LIGHT/SWITCH OF THE HARNESS TO THE START BUTTON. RECONNECT THE HARNESS AT THE I/O CONNECTION THAT WAS PREVIOUSLY DISCONNECTED. PLACE HARNESS BACK INTO WIRE CLAMP AS WAS PREVIOUSLY DONE.

4. CHECK SWITCHES IN TEST MENU

- USING THE SERVICE BRACKET INSIDE THE COIN DOOR, ENTER THE TEST MENU, SELECT DIAGNOSTIC MENU, THEN SELECT SWITCH TEST TO VERIFY THAT THE START BUTTON AND JOYSTICK SWITCHES ARE FUNCTIONAL AND CORRECT. MAKE ADJUSTMENTS IF NECESSARY.