

November 15, 2010

Dear Valued Sony HDV Tape Customer:

We have discovered a quality issue on a very limited quantity of consumer HDV DVM63HD products in North, Central and South America. In some cases, video and audio content may not be recorded during initial use.

- Users may not recognize this problem during shooting, but may discover it when attempting to playback the content. This condition is not recoverable.
- If the camcorder/VTR is found to have head clogging after using an affected tape, it can be easily corrected by using a cleaning cassette.
- However, if the cassette functioned normally the first time, the head clogging problem will not occur.

In order to ensure customer satisfaction, Sony has decided to replace the affected cassette production lots, which can be identified by the Production Lot Numbers listed below.

The affected cassettes are:

Model Numbers: **DVM63HDR, DVM63HDR/2, 3DM63HDR**

Production Lot Numbers: **xxxxxxx5L, xxxxxxx6L, xxxxxxx7L, xxxxxxx8L**

The Production Lot Numbers are printed on the cassette, sub box and master box, as shown below.



**Production Lot Number
On Spine of the Cartridge**



Only visible if cassette is unwrapped

**Production Lot Number
on the Sub boxes**



**Production Lot Number
on the Master Boxes**



If you have any HDV DVM63HD cassettes from the above mentioned lot numbers, we recommend that you return them (freight collect) to the location noted below for replacement.

Sony Warranty Center

11302 East Point Drive Building B, Suite 100,

Laredo, TX 78045

Attn: HDV Replacement

If you or any recipient of this notice have any questions or need assistance regarding this matter, please call Sony's Technical Support hotline at **877-440-3453**.

We sincerely apologize for any inconvenience this issue may cause and appreciate your understanding and assistance.