

# SONY

September 07, 2010

Dear Valued Sony Pro Media Customer:

The purpose of this announcement is to inform you of an important firmware update for your **SxS-1 Memory Card (MODEL: SBS-32G1)**.

This latest firmware update increases the stability of the recording, which prevents from a 'media error' message, which can appear in very rare occasions\*. As a result, Sony recommends that you contact us at your earliest convenience to have your SxS-1 memory cards updated with this important firmware.

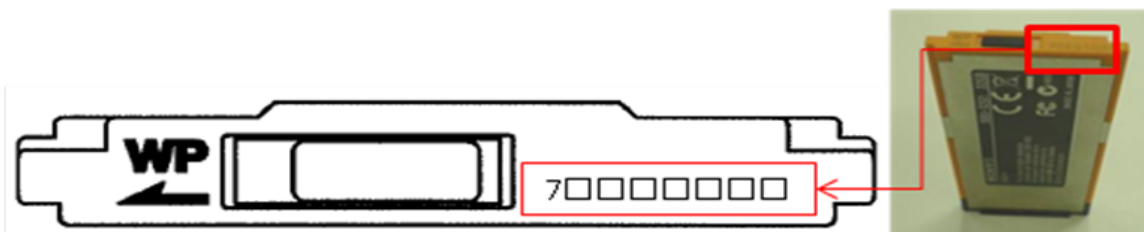
*\*(While shooting with SxS-1 memory card the camera will stop recording before the card is full and error message will appear)*

*NOTE: SxS PRO memory cards (model names SBP-8, SBP-16, SBP-32) are NOT concerned by this announcement.*

## PRODUCTION LOT NUMBERS CONCERNED BY THE UPDATE:

<u>7CL</u> xxxxx - <u>7DF</u> xxxxx	<u>7DD</u> xxxxx	<u>7DF</u> xxxxx	
7CL <b>11001</b> - 7DD <b>P1338</b>	7DD <b>P1341</b> - 7DD <b>S1036</b>	7DF <b>81291</b> - 7DF <b>81999</b>	7DF <b>91191</b> - 7DF <b>91200</b>
7DD <b>S1050</b> - 7DE <b>J1060</b>	7DD <b>S1038</b>	7DF <b>91111</b> - 7DF <b>91115</b>	7DF <b>91202</b>
7DE <b>J1066</b> - 7DF <b>81040</b>	7DD <b>S1040</b> - 7DD <b>S1045</b>	7DF <b>91161</b> - 7DF <b>91170</b>	7DF <b>91203</b>
		7DF <b>91176</b> - 7DF <b>91185</b>	7DF <b>91206</b> - 7DF <b>A1130</b>
			7DF <b>A1136</b> - 7DF <b>H1105</b>

The production lot numbers are printed alongside the write-protect switch on the SxS-1 memory card, as shown below:



If you find that you are in possession of SxS-1 memory cards with the above lot numbers,

we recommend that you first back-up the content on the cards, then delete the content and send them via UPS to the address below (please refer to the shipping instructions below) so we may update the firmware on the cards. Your cards will be returned to you within approximately 4-5 business days.

If the lot number of your SxS-1 card is not listed above, then your card does not require the firmware update.

***IMPORTANT:** Please note that this firmware update operation erases already recorded data on SxS-1 memory cards; therefore please make sure that data back-up is made “before” the cards are sent to Sony.*

***Sony shall not be responsible for any damage to, or loss of, recorded data.***

## **SHIPPING INSTRUCTIONS:**

Please send your card via UPS; the transportation cost will be charged directly to Sony.

1/ Connect on [www.ups.com](http://www.ups.com)

2/ Go to the shipping section & select ‘Schedule a collection’

3/ Answer NO to the question ‘do you have shipping labels’

4/ Enter your address’ details without entering any account number

5/ Payment information:

- Select ‘Bill to the receiver or a third party’
- Select ‘Receiver’
- Receiver’s UPS Account Number: Enter 7476w9
- Receiver’s Country: Select Belgium
- Receiver’s Postal / Zip Code: Enter 1840

6/ Service and Package Information:

- Select UPS Standard except if you are located in the UK or Greece
- Select UPS Express Saver if you are located in the UK or Greece

7/ Collection Date & Time: Enter S3200 MPE/Marc Vercammen

8/ In the field "Enter any special Instruction to the UPS Driver" enter the following information:

Delivery Address:

Sony Europe (Belgium)

F.a.o. S3200 - Marc Vercammen

Weversstraat 24

1840 Londerzeel

Belgium

9/ Click on NEXT until the end.

Best regards,

Kazutaka Hasegawa

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

**Professional Media Europe**