



# Service Bulletin

Dear Valued Sony Reseller:

In order to ensure trouble-free operation of the DSR400/450 series camcorders, we would like to notify you of a few potential problems and our corrective action plan. Certain batches of the DSR400 and DSR450 camcorders may experience the following issues:

1. tape jam under a certain condition,
2. black and white only video playback when playing back the tapes recorded on the JVC BR-DV6000/6000E,
3. video feed failure with the DSR11 connected to a Non Linear Editor.

The serial number ranges of the batches are:

DSR400L/K: 10001-10675

DSR450WSL: 10001-10180

We would like you to contact your customers who purchased the units within the above serial # ranges and let them know that Sony will correct the causes of the problems free of charge. We recommend that the end users send their units to our Teaneck, NJ or Los Angeles, CA service centers. Parts, labor and return shipment costs for the corrective actions will be borne by Sony. Please note that this program will expire on March 31, 2007.

Contact information

Sony Electronics Inc.  
BBSC Regional Service Center  
123 W. Tryon Ave.  
Teaneck, New Jersey 07666  
Telephone: 201-833-5300

Sony Electronics Inc.  
BBSC Regional Service Center  
2706 Media Center Dr., Suite 130  
Los Angeles, California 90065  
Telephone: 323-352-5000

We regret any inconvenience this may cause and thank you for your support.

Sincerely,

Sony Electronics Inc.