

May, 2019

Dear Valued Customer,

**- Notice to owners of Sony BRAVIA KDL-60W850B and KDL-70W850B -**

Our records indicate that you have purchased Sony Bravia KDL-60W850B (60 inch television) or KDL-70W850B (70 inch television).

Should you not be in possession of this Television please disregard this letter.

Sony has recently become aware of a very limited number of BRAVIA LCD TVs experiencing a loss of power caused by a specific component issue within the TV. Sony has received a very limited number of reports that as a result of this component issue a smell or smoke may come from the TV. Sony is confident that any damage would be contained within the TV.

To determine if your product is impacted:

- 1) Please validate your serial number via this [link www.sony.com.au/W850Bcheck](http://www.sony.com.au/W850Bcheck)
- 2) If your TV is affected, Sony will replace the part without charge.

To accept the offer to replace the affected part:

- 1) If you have an affected TV and would like to take up this free service please email Sony at ANZ\_W850B@sony.com. Alternatively call Sony on 1300 13 SONY (7669).
- 2) Please include in your email:
  - i) Your Name
  - ii) Your best contact number
  - iii) Your address (where the TV is located)
  - iv) The TVs serial number

**Important:** If you own one of the products mentioned and notice any abnormality as mentioned previously (smell or smoke) please stop using the TV, turn it off immediately, unplug the power cable, and contact us straight away.

Sony sincerely apologise for any inconvenience this may cause you. Thank you for your understanding and cooperation in this matter.

Joyce Mayne Online