

Televisions & Home Theatre

Support Bulletin

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**Online Support for Grand WEGA Optical Block Matter**

As technology evolves, Sony continually looks to improve product quality and the reliability of its products. We recently found that a very limited quantity of our Grand WEGA rear-projection LCD TVs manufactured in 2003 and 2004 require service to repair their optical blocks after the expiration of our manufacturer's warranty. After a period of time, they exhibit a stationary scribble/random line pattern on the screen. Sony is therefore extending the following offer to affected customers:

2003 and 2004 Grand WEGA TVs:

Models: KF-42WE610, KF-50WE610, KF-60WE610, KDF-70XBR950, KDF-60XBR950, KDF-55WF655, KDF-60WF655, KDF-55XS955, KDF-60XS955, KF-42WE620 and KF-50WE620

Those customers who paid out-of-pocket expenses on or before May 26, 2006, for an estimate or repair service to replace the optical block on this series of Grand WEGA rear-projection LCD TVs will be reimbursed by mail by Sony of Canada for reasonable parts and labour expenses. To receive reimbursement, please follow completely the directions and terms on the claim form for reimbursement. All claims must be postmarked by May 31, 2007. All other terms of the Sony limited warranty continue to apply.

In addition, for any customer who later experiences a stationary scribble/random line pattern on one of the affected models, Sony will cover the cost of the optical block repair at a Sony authorized repair depot at no charge through September 30, 2007. All other terms of the Sony limited warranty continue to apply.

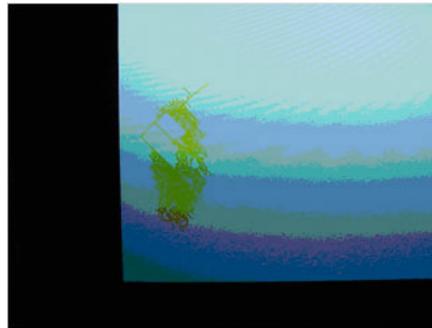


Figure 1.



Figure 2.

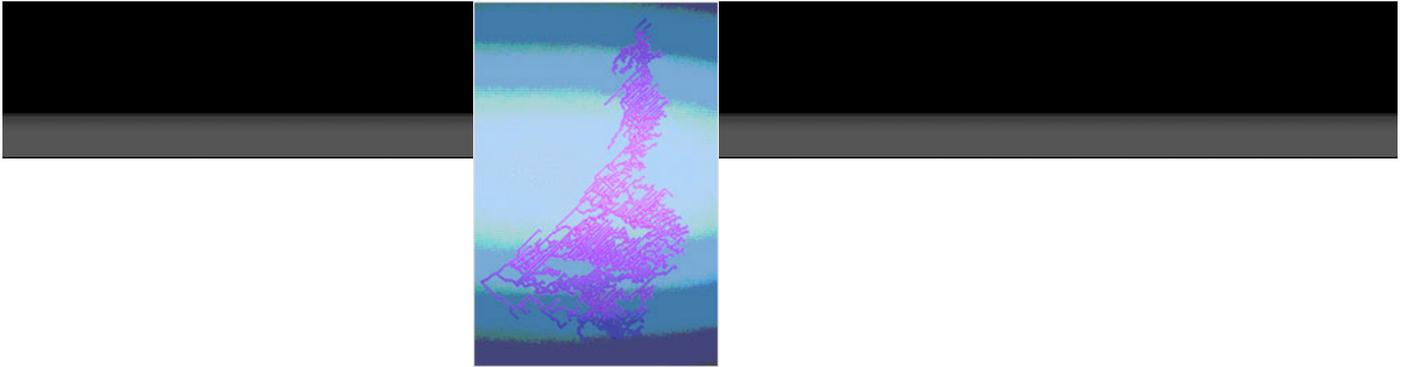


Figure 3.

[Download this form](#) to submit for Sony TV optical block reimbursement.

[PRIVACY CODE](#) [LEGAL TERMS & CONDITIONS](#) [CAREERS](#)

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