

## Important Notification for the Sony VAIO® TZ Series

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Dear Valued Sony VAIO Customer,

Sony takes pride in the quality of its products. Recently, we became aware of a potential issue affecting the following notebook PC models:

- VGN-TZ100 series
- VGN-TZ200 series
- VGN-TZ300 series
- VGN-TZ2000 series

The issue involves a small number of units which may overheat due to a wiring problem. Sony has initiated a voluntary program to perform a free inspection and, if necessary, a repair to ensure these units meet our high quality standards.

To find out if your VAIO notebook is one of the affected units, please visit this link: <http://esupport.sony.com/fixmypc>. You will be prompted to input your product code and serial number located on the bottom of the notebook. It will be checked automatically against the range of affected units. If you find that your PC is one of the affected models, follow the instructions on the website and make arrangements for an inspection. You may also call our VAIO TZ customer hotline at 1-888-526-6219 to determine whether your notebook computer is affected by this issue and whether service is required.

At no charge, Sony will provide an inspection and, if necessary, on-site repair at your home or office. Alternatively, you can ship your notebook to our service center.

The satisfaction of our customers is our number one concern, and we will work diligently to ensure that your VAIO notebook is in top working order. We apologize for any inconvenience and appreciate your support in this matter.

Sincerely,

Mike Abary,  
Senior Vice President, VAIO  
Sony Electronics Inc.

### Frequently Asked Questions

**Q1: Can customers who have affected models continue to use their notebook?**

A1: Yes, they can continue to use the unit. However, they should still call 1-888-526-6219 at their earliest convenience to set up an inspection and possible repair.

**Q2: Which specific TZ notebooks have been affected?**

A2: Models series beginning with VGN-TZ are potentially affected.

**Q3: What was the cause or basic problem with these units?**

A3: Irregularly placed wires near the hinge, or a dislodged screw inside the hinge, may create a short circuit, causing localized overheating.

**Q4: How do I know if a specific unit is affected?**

A4: By visiting a special website: <http://esupport.sony.com/fixmypc> and checking what's listed on the site in relation to the serial number on the computer.

**Q5: What should consumers do if they think their computer is currently experiencing this problem?**

A5: Immediately power off the unit, unplug the AC adapter and remove the battery. Then you should call 1-888-526-6219 to arrange for inspection and repair service.

**Q6: Have there been any incidents where this issue has caused a fire?**

A6: No.

**Q7: Is there any risk of burn or injury?**

A7: There is a risk of minor burns if the affected part is touched while hot.

**Q8: Has this issue been found in all TZ models?**

A8: No. However, we believe there is the potential for this issue to occur in all models sold between July 2007 and August 2008.

**Q9: What is Sony going to do for consumers who may have affected models?**

A9: Sony is offering a free inspection and repair service. They should visit <http://esupport.sony.com/fixmypc> for details or call the toll-free number 1-888-526-6219.

**Q10: How will the repair process work?**

A10: It will vary based on what is found (if anything) during the inspection. Customers should first visit <http://esupport.sony.com/fixmypc> or call 1-888-526-6219 for details on the inspection and repair procedure.

**Q11: Are any other VAIO notebook models at risk?**

A11: No

**Q12: Can consumers return affected models to the stores where they purchased them?**

A12: No. They should call Sony directly at 1-888-526-6219 for inspection and repair service.

**Q13: Can an affected PC be serviced in the United States if it was purchased in another country?**

A13: Yes, but the unit must be repaired through a Sony repair facility.