

# Sony Product Notification



**Model: MDR-NC50**

## Symptom(s):

Customers might experience poor audio quality including mono sound (sound from one side) or a howling noise. The headphone cord may easily fall out of the headphone jack.

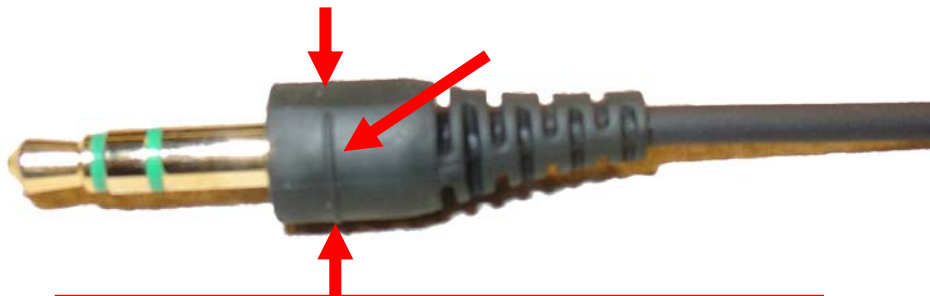
## Cause:

Headphone plug has not been inserted all the way into the headphone jack.

## Solution:

There is a line on the plug which should almost disappear when inserted all the way into the jack. A loud click should be heard when inserted correctly.

Please refer to the pictures below.



**The plug must be inserted up to this line.**

The cord should be firmly inserted up to the marked line resulting in a loud and clear click.



### **INCORRECT**

The plug is not completely inserted in the jack. The line does not meet the headphone jack.



### **INSERTED CORRECTLY**

The line is right up to the headphone jack.