

Mix Chassis Software FAQ's

- Q1:** What condition is affecting certain models of Grand WEGA and BRAVIA Televisions?
- A1:** For certain KDL-V26/32/40XBR1 BRAVIA and KDF-E42/50A10 GRAND WEGA units, after a long period of time (approximately 1,200 hours of use), the sets will temporarily not turn off in the ON position, or, if in the STAND-BY position, the set cannot be turned on. For the vast majority of the customers this will occur after approximately 1,200 hours of use. However, for the very small percentage of customers who use U.S. Cable Card, this will likely occur after approximately 50 days. The reason the issues occurs more quickly with Cable Card users is that the set remains in standby mode 24 hours a day whether the set is actually turned on or turned off. To determine whether or not your set may be affected by this phenomenon please visit <http://www.updatemytv.com> . Please have your model and serial number available.
- Q2:** Is there a temporary solution if a customer's set is displaying some of the symptoms of the condition
- A2:** Customers can unplug their set from an AC outlet, wait 30 seconds, then plug the set back in. This simple solution will restore the set's functionality until the 1,200 hours of use is reached or for cable card users, 50 days.
- Q3:** Approximately how many models are affected?
- A3:** Approximately 230,000 Grand WEGA and 75,000 BRAVIA televisions manufactured from May to November 2005 may be affected. The specific model numbers of sets that may be affected include: KDLV26/32/40XBR1 (BRAVIA LCD TV) and KDFE42/50A10 (Grand WEGA rear projection LCD TV). The vast majority of the sets have been sold in the U.S. The condition is also present in a small number of sets in Canada, Mexico, China, Japan, and Latin America. To determine whether or not your television may be affected please visit <http://www.updatemytv.com> . Please have your model and serial number available.
- Q4:** What's causing the condition to occur?
- A4:** A small software issue was discovered under long term evaluation conditions. A solution to this issue was created as soon it was identified.
- Q5:** What is Sony doing to correct the condition?
- A5:** Registered owners of the sets are being contacted by mail and given instructions on what steps to take. Sony is also posting instructions on its support website. If it is determined (via serial number) that the customer has one of the affected sets, immediate steps will be taken; a Sony USB device loaded with the necessary software update will be sent to most BRAVIA owners with instructions for use. This is because the Bravia was designed to have the software updateable by the customer with the USB port accessible

from the front/left side of the TV. This is the same USB port which is provided for customers to view digital pictures on their TV taken with their digital cameras. Grand WEGA owners will receive in-home service, because the USB port is in the back of the set behind a cover, thus a technician is needed to load the new software.

Q6: What if a customer owns a set that is out of warranty?

A6: In order to ensure that all our customers are covered for this condition, Sony will be providing the update at no cost until March 1, 2008. Other terms of Sony's limited warranty continue to apply.

Q7: From which date have production units been updated with the new software?

A7: The software has been updated on production units from the middle of November, 2005.

Q8: Have countermeasures been taken for products which are currently being released?

A8: Yes. Countermeasures have been taken for all products after the middle of November. You can check whether or not your serial number unit is affected by visiting <http://www.updatemytv.com>. Please have your model and serial number available.

Q9: Will this problem occur with all KDL-V26/32/40XBR1 and KDF-E42/50A10 units produced through the middle of November 2005?

A9: No. Many units produced prior to the middle of November are not affected. You can check whether or not your serial number unit is affected by visiting <http://www.updatemytv.com>. Please have your model and serial number available.

The problem can be solved temporarily by unplugging the unit from the AC power for 30 seconds.

Q10: Where should I request the software update?

A10: For US customers, please visit <http://www.updatemytv.com>. All other customers, please contact the service center in your area.

Q11: How long will it take to receive and complete the software update?

A11: The update for affected Bravia LCD TV customers will be shipped to your location and arrive in approximately 4 weeks. The software update will come preloaded to a USB device and will take between 15 seconds and 3 minutes to complete based on conditions. The update for affected Grand Wega rear projection LCD TV customers will be done by an authorized service technician. To determine if your unit is affected, please visit <http://www.updatemytv.com>

Q12: We would like to exchange our unit for a new one instead of receiving the software update. Is this possible?

A12: No. We are very sorry, but we cannot exchange product.

Q13: How do I know that I will receive a letter? Is there a method for me to check to find out if my set is affected and if so, how do I get it repaired?

A13: It is not necessary to receive a letter. The quickest way to check whether your set has this condition is to visit the follow website: <http://www.updatemytv.com> . Here you can enter your model number and serial number, and find out instantly if you have an affected unit. If your set is affected and you have a direct view KDL-V26/32/40XBR1 LCD Bravia model, Sony can send you out a self-install software update. The update can be performed in most cases in less than 30 seconds, and is done automatically once the USB device is plugged into the set. This is the USB port provided on the side of the TV for connecting USB devices to view digital photos. It is very simply and easy to complete. If you have a KDF-E42/50A10 Grand Wega Rear Projection TV and find that you need the update, this site allows you to schedule a service call.

Q14: Should I call Sony to make sure my set is repaired?

A14: This is not necessary. For KDL-V26/32/40XBR1 customers, once you have installed the update as per the provided instructions, the set will have the updated software. Grand Wega KDF-E42/50A10 customers will have the update performed by an authorized service technician.

Q15: I am not comfortable with installing software on my TV, as I have never done anything like this before. Can I have a servicer do this for me, even though I have a Bravia model?

A15: Although Sony has taken every step to make this process as easy as possible, if you are not comfortable performing the update, you can call Sony to have a qualified call representative talk you through this procedure. A call center representative will attempt to walk you through the self install procedure. If for some reason this is not successful, a service call may be scheduled. Since the wait time for a technician visit may be lengthy, Sony would like to make one recommendation to save you from having to wait for a technician to visit your home. Ask a friend or family member to install the software for you, since anyone who uses a computer today will have knowledge of how to install a USB device to load software. If this is not possible, please call Sony update support at 1-866-210-6333.

Q16: What if I do not want to have my set updated at this time? Can I do it at a later date?

A16: Yes, Sony will provide the free software update through March 1, 2008 and it can be obtained through the following website: <http://www.updatemytv.com>

Q17: What if I do not update my software for this issue?

A17: The set will operate normally until approximately 1200 hours of use is reached. Once this happens the set will temporarily fail to turn ON or OFF due to this software issue. Unplugging the TV from the wall, waiting 30 seconds, and plugging it back into the AC wall outlet will restore operation and the set will operate normally until approximately another 1200 hours of use is reached again. The resetting operation does

not harm the set and can be done an unlimited amount of times, however, Sony recommends having the update installed to prevent the need to do this.

Q18: Can I use the USB device on my computer after I finish upgrading my TV?

A18: Sony takes no responsibility for this device and has tested solely for use with its intended purpose of upgrading your television. Please read the EULA notification, included with the Software Update Procedure.

Q19: What should I do if the update fails to work and the set freezes up again in a few months?

A19: First, verify that the set is actually freezing up by unplugging the set, waiting 30 seconds, and re-plugging the set into the AC outlet. If this restores operation there is a possibility the update was not completed. In this case, please try the update again. If you think you may need another USB device please call Sony's update support line at 1- 866-210-6333. Please note: If the resetting of the set does not return the set to normal operation, then the set may have a different issue that may require a service call.

Q20: What should I do if the set stops working after I try to update the software?

A20: The software update should not cause any problems with the set, however, if you do experience difficulties, please follow the update procedure and reinstall the software. If normal operation is not restored, please call Sony's update support line at 1- 866-210-6333 for assistance.

Q21: What if I make a mistake and do not load the software correctly? Can I damage the set?

A21: No. If you make a mistake installing the software it will not affect the set. If this occurs, simply reload the software by following the provided instructions. All steps are necessary to ensure proper loading. The software was designed so that it cannot damage the set if for some reason it was not loaded properly.

Q22: I heard about a possible defect in my TV. How do I find out if I have a set that requires service for this issue?

A22: The fastest way is to visit our website at <http://www.updatemytv.com> . Enter the model and serial number of your set to determine if you have an affected model.

Q23: Can I get an electrical shock when plugging in the USB device.

A23: No. The USB device is completely safe and is the same type of device included on every new computer for transferring data and software. (Please note, the only way a customer could feel a shock is through static electricity. This should be a very rare condition and if it occurs you can inform the customer that if a short shock was felt it was likely due to this and not the USB device or set. It is the similar to walking across a carpet and touching a metal doorknob.