



June 10, 2005

Dear Sony call center representative,

There is a compatibility issue between the Sony XAV-A1 and the Terk by Audiovox XMDSON110. If a call is received from a customer please make sure that they have the following:

- 1) Installed a Sony XAV-A1**
- 2) Installed a Terk by Audiovox XMDSON110**
- 3) Are unable to receive XM satellite radio**

If the above 3 are yes:

The customer has the wrong product and needs to replace the XMDSON110 with the XMDSON100. Audiovox will help them.

Audiovox can help them get their XM satellite radio working properly on their Sony XAV-A1, simply call TERK / Audiovox at 1-800-306-7565.

Sincerely,

**Brad Borders
XM Satellite Radio Product Manager**