

October 27, 2009

Notice: VAIO Personal Computer AC Adapter VGP-AC19V18  
Request to Refrain from Use and Notice of Free Exchange

Dear Valued VAIO customer,

Thank you for your continued interest in Sony products.

Sony has recently identified the possibility that the inner insulation of the AC adapter with model number VGP-AC19V18 may fail during use, possibly resulting in an electrical short. The affected AC adapter was included as an accessory with certain Sony all-in-one type VAIO Personal Computers, introduced between October 2007 and April 2009 (VGC-LT series, LN Series, LM Series, JS Series), as well as with the VAIO Personal Computer Docking Station introduced in April 2006 (VGP-PRFE1 model).

In the event of an electrical short, there is a possibility that the circuit breaker installed at home may be activated due to an electrical leak. In addition, there is also the possibility that the circuit within the AC adapter, Personal Computer itself, docking station and/ or the peripheral equipment connected to the Personal Computer may also break down due to the electrical short.

We urge customers of the affected Personal Computers or docking station to check if their AC adapters are affected as mentioned in this notice and stop using the affected AC adapters in accordance with the procedures described below "Procedure to Stop Using Affected Personal Computer". Sony will exchange the affected AC adapter for an improved AC adapter free of charge. If you have an affected AC adapter, please contact Sony technical support hotline:

Hong Kong: (852) 2389-3202

Macau: 080-0039

\* Please note that in the event of a high number of requests, we may request users to wait for at least one week before an exchange can be made.

We sincerely apologize for any inconvenience this may cause. Your understanding and co-operation are greatly appreciated. Sony will continue to strive to improve the quality of our products to the best of our abilities.

**[Procedure to Stop Using Affected Personal Computer]**

- Please check your AC adapter model number.
- If your AC adapter's model number is found on the list given below, please switch off the Personal Computer and disconnect it from the AC outlet (or power strip).

**[Affected AC Adapter Model Number]**

VGP-AC19V18

**[How to identify Model Number of the AC adapter]**



If your AC adapter is not marked with “AA” (see picture below), please contact Sony technical support hotline to arrange for an exchange.

If the letters “AA” are indicated (as shown in the picture below), please be assured that your adapter is not affected by the issue mentioned in this announcement.



Sony Corporation of Hong Kong Limited

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[http://www.sony.com.hk/portal/privacy/index\\_e.jsp](http://www.sony.com.hk/portal/privacy/index_e.jsp)

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