

**Q1: What is the lawsuit about?**

A1: Plaintiffs have alleged that certain Sony DVD players exhibit playback and other operational issues.

**Q2: What types of problems were encountered?**

A2: The plaintiffs claimed that the covered DVD players experienced operational issues including erroneous display of a "C:13:00" or "No Disk" message code, a "lip synch" problem, in which the audio and video playback are out of synch, picture freezing, chapter skipping, pixilation, overheating and spontaneous power down, or a mechanical malfunction that prevents a user from inserting or ejecting DVD.

**Q3: What DVD players are covered?**

A3: The following models are covered under the settlement: DVPF21S; DVPNS300; DVPNS315SM; DVPNS415; DVPNS315; DVPNS400D; DVPS330; DVPS530D; DVPS570D; DVPS360; DVPS550D; DVPS500D; DVPS560D; DVPC670D; DVPNC600;

**Q4: Who is included in the Settlement Class? Who is a Class Member?**

A4: The settlement resolves two legal actions. The Ontario action is on behalf of all residents of Canada excluding Quebec who purchased at retail or received as a gift one of the covered DVD players. The Quebec action is for all residents of Quebec who purchased at retail or received as a gift one of the covered DVD players. Therefore, the settlement class is comprised of all persons residing in Canada who purchased at retail or received as a gift one of the covered DVD players. There are some exceptions: see the Claim Form at [www.sony.ca/dvdsettlement](http://www.sony.ca/dvdsettlement).

**Q5: What is the settlement and possible benefits?**

A5: The settlement allows class members to claim one of the following options provided they submit proper proof of purchase and other documentation. Option I (a): If you paid to have a SYSCON ROM chip repaired or replaced; a refund of that amount will be reimbursed. Option I (b): If you are experiencing one of the performance symptoms described in the Notice and have not had a SYSCON ROM chip repaired/replaced, or replaced your covered DVD player, Sony will inspect your covered DVD player at no charge. If a performance system is identified: either (1) A \$40 e-voucher redeemable at [sonystyle.ca](http://sonystyle.ca); **or** (2) A refurbished DVP-NS75HB (or similar) DVD player. Option II: If you have replaced a covered model with another DVD player due to one of the performance symptoms described in the Notice, either (1) A \$40 e-voucher redeemable at [sonystyle.ca](http://sonystyle.ca); **or** (2) A refurbished DVP-NS75HB (or similar) DVD player. **Note:** Conditions apply. See the Claim Form at [www.sony.ca/dvdsettlement](http://www.sony.ca/dvdsettlement) for details.

**Q6: Why can't I have my covered DVD player fixed if it is experiencing a performance symptom?**

A6: Due to the age of these units, repair parts are no longer available. For this reason, Sony has made Option 1(b) available.

**Q7: How do I submit a claim?**

A7: Please see the settlement Notice at [www.sony.ca/dvdsettlement](http://www.sony.ca/dvdsettlement) for full details, procedures and deadlines. A copy of the Claim Form is also available at [www.sony.ca/dvdsettlement](http://www.sony.ca/dvdsettlement).

**Q8: What proof of purchase and/or repair is required?**

A8: You must review the Claim Form at [www.sony.ca/dvdsettlement](http://www.sony.ca/dvdsettlement) for acceptable forms of documentation. Generally, you will need to provide acceptable proof of purchase of the DVD Player under Benefit Options I (a) and II. For Benefit Option I (a), you will also need to provide proof of repair or replacement of the SYSCON ROM chip. For Benefit Option I (b), you will need to arrange an inspection by Sony. For Benefit Option II, you will also need to provide proof of purchase of the Replacement DVD player.

**Q9: What does it mean to opt out or object to the proposed settlement?**

A9: By opting out or excluding yourself, you wouldn't receive any benefits or be bound by the terms of the settlement. Objecting means remaining in the settlement but complaining to the court about some part of it you don't like. If you exclude yourself, you cannot object to the proposed settlement. Please see the settlement Notice at [www.sony.ca/dvdsettlement](http://www.sony.ca/dvdsettlement) for full details and procedures.

**Q10: What if I don't object or opt out of the settlement?**

A10: If you do nothing, you will be bound to the terms of the settlement if it is approved by the courts. That means (a) you could claim the benefits under the settlement if you meet the requirements as set forth in the settlement notice, and (b) you will not be able to bring a lawsuit against Sony entities regarding the same claims. Please see the settlement Notice at [www.sony.ca/dvdsettlement](http://www.sony.ca/dvdsettlement) for full details, procedures and deadline.

**Q11: Why did Sony settle?**

A11: Sony does not agree with the plaintiff's alleged claims nor does Sony admit any liability. However, litigation is time consuming, costly and can lead to unfavourable results for all involved – plaintiffs and defendants. This settlement represents an attempt by the parties to address the issues in a reasonable manner.

**Q12: Who are Plaintiffs' Counsel?**

A12: Plaintiffs' Counsel and their contact information is as follows: SISKINDS LLP, Barristers & Solicitors, 680 Waterloo Street, P.O. Box 2520, London Ontario N6A 3V8, Attention: Charles Wright.

**Q13: Where can I get further information?**

A13: All of the information is available at [www.sony.ca/dvdsettlement](http://www.sony.ca/dvdsettlement). However, if you wish additional information or have further inquires, you may contact Class Counsel at SISKINDS LLP, Barristers & Solicitors, 680 Waterloo Street, P.O. Box 2520, London Ontario N6A 3V8, Attention: Charles Wright, toll-free at 1-800-461-6166 ext.2455 (for the Quebec Class please call 416.694-2009). You may also call the toll-free DVD settlement hotline at 1-866-215-6663 between 10.a.m. an 6 p.m. EST.