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**Revision of Information:**

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Ref. No.	Issuer company	Issue (yyyy/mm/dd)	Last modification (yyyy/mm/dd)
AU21MDR503Rev1	SONY (HES)	2021/07/02	2021/10/27
<b>Subject</b>			
<b>Replacement the EARPIECE during In-Warranty</b>			
Model (System model)	Destination	Serial number	Color
YY2948 (WF-1000XM4)	ALL	ALL ~	ALL

## **SYMPTOM**

The earpiece is cracked or chipped.

## **SOLUTION**

When the symptom occurred during in-warranty period, replace it as the warranty covered due to the durability of the parts.

The improvement part has stocked. Exchange with the end number "\*\*2"

If you have before improvement parts with end number "\*1", please dispose of them.

Size	Color (Set / Earpiece)	Part Number	Part Name
S	Black / Black	502591802	EAR PIECE(S), NOISE ISOLATION
S	Platinum Silver / Gray	502591812	EAR PIECE(S), NOISE ISOLATION
L	Black / Black	502591902	EAR PIECE(M), NOISE ISOLATION
L	Platinum Silver / Gray	502591912	EAR PIECE(M), NOISE ISOLATION
L	Black / Black	502592102	EAR PIECE(L), NOISE ISOLATION
L	Platinum Silver / Gray	502592112	EAR PIECE(L), NOISE ISOLATION

## **FAQ**

**Q1.** How to clean my earpieces?

**A1.** Gently wipe with a DRY soft cloth.