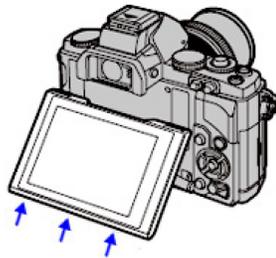


## Important announcement for all E-M5 camera owners

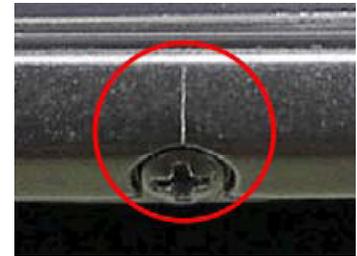
Olympus makes every effort to ensure that our products are of the highest quality and are safe for the end customer. When a product concern arises, we investigate the details with the intent of communicating validated and relevant findings as quickly as possible. Olympus has determined that some E-M5 cameras have developed a small crack on the LCD monitor cover. This defect does not affect the operation of the camera, or the dust-proof or splash-proof performance of the product, nor does the defect cause or increase the chances of causing any personal injury or property damage. However, Olympus would like to inform you of this issue at this time so you know that we are addressing the matter and you can continue to have confidence that the product will continue to perform as it was designed.



Affected Serial Number Range  
Black BEJ501001~BEJ504916  
Silver BF3501001~BF3503164



Products affected with defect will have small cracks in the Monitor cover adjacent to the Monitor cover screws at the location shown in the photo.



### Cause of the Defect

Inconsistent tightening of screws during the assembly process and inadequate strength of the monitor cover material.

### Addressing the Defect

Olympus will provide free check and repair services starting on Tuesday February 26, 2013 to all E-M5 camera owners with cameras that have a serial number within the range of cameras affected.

### Service submission instructions

Please visit our service webpage to submit your camera for service.

US

[www.olympusamerica.com/service](http://www.olympusamerica.com/service)

Canada

[www.olympuscanada.com/service](http://www.olympuscanada.com/service)

PRIOR TO SUBMITTING YOUR CAMERA FOR REPAIR BE SURE TO REMOVE BATTERY, MEMORY CARD AND LENS. ALSO INSTALL THE BODY CAP AND PACK CAREFULLY.

Olympus appreciates your continued support of our products.

## Frequently asked questions

### **Does this issue impact the dust or splash proof performance of the camera?**

There should be no impact on the dust or splash proof performance, but early inspection is recommended.

### **What kind of problem could occur if the camera continues to be used with the crack unrepaired? Is there any risk of the monitor cover being broken?**

If the crack is small in size, there will be no impact, but early inspection is recommended. In the event the camera is used with the existence of the small crack, over time, the crack could become larger. However, regardless of the size of the crack developed, the defect will not interfere with any functional aspect of the camera (including the LCD screen, splash proof capabilities, or dust proof capabilities). At most, if not repaired, the camera could be seen as visually unappealing.

### **Could the defect cause any harm?**

No, the defect is highly unlikely to cause any injury whatsoever. The defect is in regards to the aesthetics of the camera.

### **How long will it take to inspect and repair the camera?**

The camera will be repaired within 5 days of receipt at our service facility. If there is larger than normal demand, a small delay could occur. Please understand this prior to sending your camera in for repair. Please follow the guidelines on this page to send your E-M5 in for repair: [www.olympusamerica.com/repair](http://www.olympusamerica.com/repair)

### **I have just recently purchased my E-M5 camera. Is it possible to have it exchanged?**

Olympus will provide free repair of this issue if the camera is within the stated serial number range. Olympus does not anticipate cameras outside the stated serial number range to encounter this defect. However, if your camera is outside this range and does develop the same crack, we encourage you to contact the Olympus service center via the contact information provided in the warranty that accompanied the camera to have the matter addressed. Please follow the guidelines on this page to send your E-M5 for repair: [www.olympusamerica.com/repair](http://www.olympusamerica.com/repair)

### **Are E-M5 cameras in stock at dealers affected?**

The defect has been found in E-M5 cameras within a certain serial number range. The serial number range reflects cameras manufactured at the beginning of the camera's production. If the dealer stock contains cameras within the serial number range, Olympus will certainly replace Class 1 cameras and repair Class 2 cameras. Olympus does not anticipate cameras outside the stated serial number range to encounter this defect. However, if the camera is outside the affected range and does develop the same crack, we encourage dealers to contact their Olympus sales representative to have the matter addressed.

### **Other Olympus cameras models have screws similarly placed on the monitor cover. Is there a problem with these other models?**

This issue has not been found within the other camera models due in large part by the differences in parts and assembly methods of the E-M5 and the other camera models.

## Frequently asked questions

### **Is product distributed in foreign countries affected by this issue?**

The affected product was not shipped to all regions so this problem is being addressed by Olympus on a regional basis. Free repair is being made available to our customers in Europe and the United States as well as Japan.

### **I have purchased an E-M5 camera in a foreign country.**

#### **Is it also subject to this issue?**

Please inform Olympus of the camera's serial number in order for us to check whether it is a subject product.

### **I purchased an E-M5 camera as a gift for an individual who resides in a foreign country. How should it be handled? Is it covered by international warranty?**

Yes, it would be covered under the World-Wide Warranty. Please inform Olympus of the camera's serial number in order for us to check whether it is a subject product.

### **Are you releasing the same information in all countries?**

As there are countries where the subject product has not been shipped to, this problem is being handled according to each country's situation.

### **What actions and countermeasures have been taken to address this issue?**

Changes in the manufacturing methods have been adopted. This includes the addition of a washer to more evenly distribute the pressure applied by the monitor cover screws.

### **My camera does not have the washers present with the monitor cover screws, is this a problem?**

No this is not a problem. If you are concerned about this condition, and your camera is in the affected serial number range, please send the camera to the service center at your convenience.

### **Why has a washer been added as part of the countermeasure?**

The addition of a washer is made to more evenly distribute the pressure applied by the monitor cover screws.

### **Although the serial number of the camera I have indicates that it is subject to this issue, it does not have a crack on the monitor cover. Is there a risk of a crack occurring in future? Is it possible to have it replaced as a preventative measure?**

A preventive inspection service will be offered if you are concerned about the condition even when no crack is present. Please send your camera to our service center at your convenience.

### **What is the time period for free repair?**

February 26, 2013 to February 25, 2014.