

**PRODUCT NOTIFICATION****Sony LCD Monitor**

<b>Product name</b>	<b>Model/catalog number</b>	<b>Serial numbers</b>
LCD Monitor	LMD-XH320ST	8301318 8301319 8301382 8301406 8301511 8301512 8301513 8301514

**Attention: Surgical Department, Operating Room Director, and Risk Management**

Dear Healthcare Professional,

Olympus has been informed by the legal manufacturer, SONY Corporation, about a product issue regarding the LCD Monitors listed above. Please refer to the attached notification from SONY for more detailed background information.

**Action steps to be taken by the end user:**

Our records indicate that your facility has purchased one or more of the articles with above listed serial numbers. Therefore, SONY requires you to take the following actions:

1. Carefully read the content of the attached SONY notification.
2. Ensure all personnel are completely knowledgeable and thoroughly trained on the content of the notification. An Olympus representative will contact you to arrange the correction. Sony will correct all affected products at no cost to you.
3. Olympus requests that you acknowledge receipt of this letter through our web portal:
  - a. Go to <https://olympusamerica.com/recall>
  - b. Enter the recall number: "0495"
  - c. Complete the form as instructed.
4. If you have further distributed this product, identify the recipients, and forward them this notification.

Olympus regrets any inconvenience caused and fully appreciates your prompt cooperation in addressing this situation. If you require additional information, please do not hesitate to contact me by phone at (647) 999-3203 or at CynthiaOw@Olympus.com.

Sincerely,

*Cynthia Ow*

Cynthia Ow  
Sr. Manager  
Field Corrective Action, Americas



Date: 2026.1.16

**SONY LCD Monitor LMD-XH320ST/ LMD-X3200MD**  
**May not display video or abnormal video when using the HDMI or DP input ports**

Dear customer,

Sony Corporation is writing to inform you of a component issue affecting LCD monitor LMD-XH320ST and LMD-X3200MD, which may result in a low possibility of no video or abnormal video when using the HDMI or DP input ports in the monitor.

**1. Affected Product(s) installed**

- Manufacturer/Trademark: SONY
- Type: LCD Monitor
- Model Name: LMD-XH320ST and LMD-X3200MD
- Serial Numbers: Please refer to the Olympus Cover letter

**2. Symptoms of Issue**

Sony determined there is a low possibility of no video or abnormal video when using the HDMI or DP input ports in the affected products.

Note: There are no safety-related concerns (e.g., smoke or fire) identified in connection with this issue.

**3. Description and Cause of Issue**

Sony's Field Programmable Gate Array (FPGA) supplier has reported a low probability of an electrical short circuit developing over time in specific lots of FPGA components used to manufacture the affected products specified above. These FPGA components are used in the Low Voltage Differential Signaling (LVDS) conversion circuit for the HDMI and DP video inputs on the monitor main board.

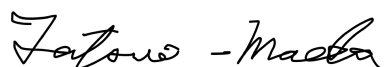
**4. Handling of Affected Products**

Sony will correct all affected products at no cost to you.

Please be reminded that the instructions for use state: As problems can occasionally occur for the monitor, when the monitor is used for safety control of personnel, assets or stable picture, or for emergencies, we strongly recommend you use more than one unit or prepare a spare unit.

Sincerely,

Tatsuo Maeda  
General Manager  
Reliability & Quality Assurance Dept.  
Medical Solutions Business Division  
Sony Corporation



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