



Important Announcement for Olympus OM-D E-M10 Mark II Owners in the United States, Canada and the Caribbean

September 10, 2015



Overview

Olympus makes every effort to ensure that our products are of the highest quality, and are safe for consumers. When a product concern arises, we investigate the details with the intent of communicating relevant findings and implementing an appropriate resolution as quickly as possible.

Olympus has discovered that the lens lock pin on a small number of OM-D E-M10 Mark II cameras has malfunctioned, causing certain lenses to detach from the mount. No reports of this issue have been received from within North America, however, it has been determined that cameras sold within North America may also be susceptible to this issue when connected to plastic mount lenses. The Olympus lenses that could be affected are limited to five: M.ZUIKO DIGITAL 14-42mm f3.5-5.6 L, 14-42mm f3.5-5.6 II, 14-42mm f3.5-5.6 II R, 40-150mm f/4.0-5.6 and 40-150mm f/4.0-5.6 R.

It is important to be aware that this issue poses no risk of personal injury or property damage other than potentially damaging the lens itself from its detachment from the mount unexpectedly.

As a result, Olympus is offering a free inspection and repair program for owners of the OM-D E-M10 Mark II with serial numbers located within the limited lots that have been affected.



Serial Numbers

The serial numbers of the cameras which might have the possibility of this occurrence are as follows:

<u>Product Affected</u>	<u>From Serial Number</u>	<u>To Serial Number</u>
E-M10 Mark II Black	BHLA06101	BHLA06904
	BHLA11621	BHLA12144
	BHLA12149	BHLA12172
E-M10 Mark II Silver	BHKA03006	BHKA03809
	BHKA10413	BHKA10660

Consumers should examine the bottom of their camera to verify their camera's serial number to determine whether it is within the serial number range of the affected cameras.

Actions for End-User

If you own an Olympus OM-D E-M10 Mark II, and your serial number falls within the range listed above, please follow the instructions below for obtaining a free inspection and repair.

How to Submit your Camera for Repair – US and Caribbean OM-D E-M10 Mark II Owners

1. Visit olympusamerica.com/repair
2. Choose 'SUBMIT YOUR USA REPAIR NOW'
3. Select 'Mirrorless ILC Cameras' from the 'category' drop-down menu
4. Select 'E-M10 Mark II' from the 'select model' drop-down menu
5. When the quote screen appears, scroll down towards the bottom of the form to 'Is this a warranty repair?' Choose 'yes'. This will change the quote/cost to ZERO.
6. Complete the Bill to/Ship to information, and insert the serial number in the appropriate field. Please do not ship the camera with additional accessories. For this repair, we do not need you to include your memory card, battery, etc. Just the camera body, itself. ***Olympus will not be responsible for the care, maintenance, or preservation of any memory card, accessories, or images contained in or accompanying the submission of a camera.***
7. In the 'Additional comments or concerns' field, please insert the following term: "E-M10 Mark II lens lock pin repair"
8. Submit the order. Please retain your web order number. Once you submit your repair, you will receive a confirmation in .pdf form. Please print the .pdf so that you can enclose a copy with your product. The web order repair number can be used for product tracking and to obtain your product repair status.



How to Submit your Camera for Repair – Canadian E-M10 Mark II Owners

1. Visit olympuscanada.com/repair
2. Click on the repair submission form and print it.
3. In the field 'Reason for sending in', please write the following term: "E-M10 Mark II lens lock pin repair."
4. On the form, where it says "Is this a warranty repair?" enter "Yes." A copy of your bill of sale is not necessary for this repair.
5. Please do not ship the camera with additional accessories. For this repair, we do not need you to include your memory card, battery, etc. Just the camera body, itself. ***Olympus will not be responsible for the care, maintenance, or preservation of any memory card, accessories, or images contained in or accompanying the submission of a camera.***
6. Please enclose a copy of this completed form with your repair.
7. Retain your serial number so you may track your repair.

Reimbursement for Shipping for US, Caribbean, and Canada

1. Olympus will reimburse shipping costs only if:
 - a. the shipment is sent standard ground shipping (or international economy shipment for E-M10 Mark II owners located in the Caribbean); and
 - b. is shipped using a trackable method through such companies as UPS or Federal Express.
2. To obtain reimbursement for shipping, fax a copy of your shipping receipt, including your name, address, the total cost, and web order repair number to (484) 896-7165; or email it as an attachment to customersupport@olympus.com (please put in subject line "E-M10 Mark II Shipping Reimbursement").
3. A check for reimbursement of the shipping costs will be issued within 14 business days from receipt and verification of the requested information referenced above.

Additional Questions

If you have additional questions, contact Olympus Customer Care at 1-800-622-6372 between 9:00 a.m. and 9:00 p.m. ET, Monday through Friday.