



# Important Announcement for Olympus VG-170 Owners In the North America, Central America & South America

May 21, 2015<sup>i</sup>



## 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.

It has been found that, due to a technical fault, the VG-170 digital camera can cause electric shock if it is subjected to strong impact. Olympus is offering a free inspection and repair service to all users of this camera. Users of the VG-170 are advised to contact Olympus as soon as possible to arrange for an inspection.

## Serious injury not possible

Electric shock may occur if the camera has been subjected to a strong impact and the user subsequently operates the zoom lever or shutter release. The shock does not represent a serious risk of injury. However, it can cause significant numbness of the fingertip, and thus discomfort. Olympus has notified the appropriate authorities for information purposes.

## How to contact Olympus

To eliminate this possibility, Olympus urgently requests that owners of the VG-170 contact Olympus Customer Support before using their camera again – by calling (800) 622-6372. Olympus customer service representatives are standing by with details of how to submit your camera for inspection and repair.

Please be aware that only this correction will be covered under warranty. Repairs for other problems discovered during the free inspection process will be estimated separately.

**OLYMPUS AMERICA INC.**  
**Consumer Products Group**

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TELEPHONE (484) 896-5000



We apologize for this unfortunate circumstance and any inconvenience this may cause. We truly appreciate your business and intend on providing a smooth and efficient transition through this challenging event.

### **How to Submit your Camera for Free Inspection/Repair – US VG-170 Owners**

1. Visit [olympusamerica.com/repair](http://olympusamerica.com/repair)
2. Choose the VG-170 from the drop-down menu above 'SUBMIT YOUR USA REPAIR NOW'.
3. Click the 'SUBMIT YOUR USA REPAIR NOW'.
4. Complete the Bill to/Ship to information. Including phone number and email address. 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.***
5. Select 'Digital LS Camera' from the 'item type' drop-down menu.
6. Select 'V- Series' from the 'series type' drop-down menu.
7. Select 'VG-170' from the 'model name' drop-down menu.
8. Please be sure to enter the correct serial number found on the bottom of the camera.
9. In the 'Reason for submission' field, please insert the following term: "VG-170 Shock Repair". Include any other information as to what may be wrong with the camera.
10. Select 'under warranty' in the 'warranty status' drop down menu.
11. Click the 'submit' button.
12. The next page will show any errors or missing data. Once correct click 'place order' on the bottom of the page.
13. Next you will receive a pop-up window with your service order information and the address to send the camera. Please print it out and include it with the camera. If you did not get the pop-up, don't worry, as you will also receive an email with the same information.
14. The service order repair number can be used for product tracking and to obtain your product repair status at [olympusamerica.com/repair](http://olympusamerica.com/repair)
15. You will receive an email once you camera has been received and an email (with tracking information) once the repair has been completed.

### **How to Submit your Camera for Repair – Canadian VG-170 Owners**

1. Visit [olympuscanada.com/repair](http://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: "VG-170 Shock 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.

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7. Retain your serial number so you may track your repair.

### **How to Submit your Camera for Repair – Mexican, Central American and South American VG-170 Owners**

1. Visit [http://www.olympusamericalatina.com/centros\\_de\\_servicios.asp?region=1](http://www.olympusamericalatina.com/centros_de_servicios.asp?region=1).
2. Please arrange the submission of your cameras based on the instructions found therein.
3. 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.***
4. Retain your serial number so you may track your repair.

### **Reimbursement for Shipping – US and Canada:**

1. Olympus will reimburse shipping costs only if:
  - a. the shipment is sent standard ground shipping; 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](mailto:customersupport@olympus.com) (please put in subject line "VG-170 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.

### **Reimbursement for Shipping – Mexico, Central America and South America:**

1. The Olympus Authorized Service Center assigned to your claim will reimburse shipping costs only if:
  - a. the shipment is sent standard ground shipping (unless another form of shipment is authorized by the Olympus Authorized Service Center; 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 the fax number provided by the respective Olympus Authorized Service Center or email it as an attachment to the email address provided by the respective Olympus Authorized Service Center (please put in the subject line "VG-170 Shipping Reimbursement").
3. A check for reimbursement of the shipping costs will be issued within thirty (30) 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.

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<sup>i</sup> This notice was initially posted on May 21, 2015. "How to Submit your Camera for Free Inspection/Repair – US VG-170 Owners" section was modified on September 14, 2016.

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