



25<sup>th</sup> October, 2007

Dear Business Partner,

**Re: EOS-1D Mark III – Quality Issue**

We would like to make you aware that we have concluded that there is a quality issue with some EOS-1D Mark III units in the market. The problem can be linked to the adjustment of the AF Sub Mirror, and we believe that this affects only a minority of units in the market at this time.

The phenomenon resulting from this problem (especially in high temperature) is that the optimal focus point is uncertain in AI servo mode, or that the tracking performance of AI Servo is not accurate.

Regarding the products that have been sold to consumers, we are currently preparing a resolution for this issue and will inform you of further detailed information and required steps through our official website at the end of October or the beginning of November. Canon will accept these units for repair, but we will not be offering an exchange or return.

In order to ensure that the customer experience is not damaged, and as a responsible company, Canon has decided to stop the shipment of all EOS-1D Mark III. We would therefore like to collect all unsold EOS-1D Mark III units from your stock. Please kindly contact Customer Administration on 01737 220841 to arrange a collection and a refund at your purchase price. We will inform you of the date that shipping will recommence as soon as it is confirmed.

As of today we are taking end-user inquiries with the above information through our Technical Help Desk on 08705 143 723. If you get an inquiry from an end-user, please advise them to contact this number until such time that the official website announcement has been published.

Canon wishes to ensure a clear and concise message to the market and we ask for your understanding, cooperation and support in this matter.

Please accept our apologies for any inconvenience resulting from this matter and please do not hesitate to contact your account manager with any questions that you may have.

Thank you for your continued cooperation and support.

Yours sincerely,

*Lee Bonniface*  
*Channel Director, Special Retail*