

WH-1000XM4

SERVICE MANUAL

DISCLAIMER: USE AT OWN RISK.

SONY AND ITS AFFILIATES ARE NOT LIABLE FOR ANY DAMAGE OR INJURY CAUSED TO ANY DIGITAL ELECTRONIC EQUIPMENT, PERSON, OR PROPERTY, WHICH OCCURS DUE TO USE OF THE TOOLS, PARTS, DOCUMENTATION, OR OTHER MATERIALS HEREIN PROVIDED, WHETHER FOR REPAIR, DIAGNOSIS, MAINTENANCE, MODIFICATION, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO: ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES; ANY LOSS OF DATA, PRIVACY OR PROFITS; OR ANY INABILITY TO USE, OR REDUCED FUNCTIONALITY OF, THE DIGITAL ELECTRONIC EQUIPMENT. PLEASE READ ALL INSTRUCTIONS IN THIS MANUAL BEFORE PROCEEDING. PLEASE FOLLOW ALL STEPS IN THE ORDER IN WHICH THEY ARE DESCRIBED. IF YOU DO NOT HAVE ALL TOOLS AND PARTS AVAILABLE TO YOU, OR ARE NOT COMFORTABLE PERFORMING THE REPAIRS DESCRIBED HEREIN, DO NOT PROCEED. FAILURE TO FOLLOW THESE INSTRUCTIONS, OR USE THE PROPER TOOLS AND PARTS, MAY DAMAGE YOUR PRODUCT, LEAD TO PERSONAL INJURY OR CAUSE PROPERTY DAMAGE.

CAUTION

Danger of explosion if battery is incorrectly replaced.
Replace only with the same or equivalent type.

WH-1000XM4

SERVICE MANUAL

US Model

- **Color variations**

(B) Black, (S) Platinum Silver, (W) Silent White, (L) Midnight Blue

- The service policy of this model is Product Exchange.
The following parts are available for service parts of this model.

PARTS LIST

Ref. No.	Part No.	Description	Remark	Ref. No.	Part No.	Description	Remark
	501372813	MANUAL, INSTRUCTION		503	100319311	ADAPTOR, PLUG (IN FLIGHT USE)	
	501372912	GUIDE, REFERENCE				(Plug adaptor for in-flight use) (BLACK)	(for Black, Platinum Silver, Midnight Blue)
		(ENGLISH, SPANISH, FRENCH)		503	100319321	ADAPTOR, PLUG (IN FLIGHT USE) W	(Plug adaptor for in-flight use) (WHITE)
501	100899712	USB TYPE-C TO A CABLE W (USB Type-C® cable (USB-A to USB-C®) (approx. 20 cm)) (WHITE)	(for Silent White)	504	501365602	CASE, CARRYING (BLACK) (for Black)	
501	101614711	USB TYPE-C TO A CABLE (USB Type-C® cable (USB-A to USB-C®) (approx. 20 cm)) (BLACK)	(for Black, Platinum Silver, Midnight Blue)	504	501365612	CASE, CARRYING (BEIGE) (for Platinum Silver)	
502	100258771	CABLE (WITH PLUG) W (Headphone cable (approx. 1.2 m, WHITE)) (for Silent White)		504	501365621	CASE, CARRYING (LIGHT GRAY) (for Silent White)	
502	191219161	CABLE (WITH PLUG) B (Headphone cable (approx. 1.2 m, BLACK)) (for Black, Midnight Blue)		504	501365632	CASE, CARRYING (BLUE) (for Midnight Blue)	
502	191219171	CABLE (WITH PLUG) S (Headphone cable (approx. 1.2 m, SILVER)) (for Platinum Silver)					

MODEL IDENTIFICATION

When identifying the destination, refer to the model number notation on the left inside of the headband.

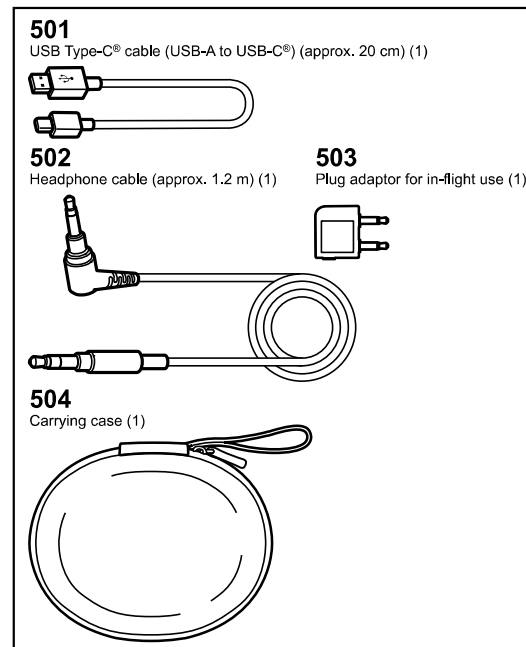
Note 1: The contents of model number notation might be changed in the midway of production.

Note 2: "XXXXXXX" at the bottom of model number notation indicates the serial number.



MADE IN MALAYSIA
5V ---
FCC ID: A8WH1000XM4
IC: 409B-WH1000XM4
XXXXXXX

Note 3: This model number notation indicates that it is WH-1000XM4 for US.
If the model number notation is other than this, it is WH-1000XM4 with a destination other than US.



WIRELESS NOISE CANCELING STEREO HEADSET