

Thank you for using Canon products.

The front rubber grips of some units of the Canon EOS REBEL T4i Digital SLR camera (EOS 650D/EOS Kiss X6i overseas models) may change color (turn white) after a short period of time. Customer support for this phenomenon is described below.

Canon continuously strives to provide our customers with high quality, reliable products that can be used with confidence. We offer our sincerest apologies to any customers who may be inconvenienced.

Phenomenon

The front rubber grips of some EOS REBEL T4i units produced in certain lots during the sixteen-day period between May 31st through June 15th, 2012 may turn white after a short period of time. We have determined after inquiry with the rubber manufacturer and analysis, that the substance zinc bis (N,N'-dimethyldithiocarbamate) is what causes the rubber surface to turn white.

Zinc bis is not used in the production of this product. However, the quantity of rubber accelerator used in the affected production lots was slightly higher than usual. As a result the rubber grips may turn white due to a chemical reaction with the rubber accelerator and other substances. High temperature and high humidity may contribute to this condition. Zinc bis (N,N'-dimethyldithiocarbamate), which becomes deposited on the rubber surface, is created as a result of this chemical reaction.



Affected Product

Some EOS Rebel T4i digital SLR cameras produced from May 31 through June 15, 2012 may be affected.

You can use the serial number to check whether your camera is affected by this phenomenon. If the sixth digit of the serial number is "1" please follow the procedure below. If the sixth digit of the serial number is "2" or higher, your camera is not affected.

Procedure:

- 1) Click on the link below to enter your serial number.
- 2) Enter the 12-digit serial number (reference the image below) from your camera then click the Submit button
- 3) One of the following messages will appear.

- "Your camera is NOT affected" → No further action is required
- "Your camera is affected" → Please see the Support section below

[Click here](#) to enter your serial number



Caution on Use

The amount of zinc bis (N,N'-dimethyldithiocarbamate) detected during our testing was minimal. While Canon has not received any reports of injury or allergic reactions, depending on one's health and physical condition, in rare cases when this substance comes into contact with skin, allergic skin reactions* may develop. In addition, if eyes are rubbed after contact with the substance, symptoms, such as red eyes, may develop.

As a precautionary measure, thoroughly wash your hands with water if they have come in contact with the rubber grips that have turned white. (If any medical symptoms develop, please consult your physician immediately.)

*Please note that the occurrence of allergic skin reactions depend on the target substance, length of contact with the target substance, one's

health and physical conditions, and sensitivity of one's skin structure, and not everyone will be affected by allergic symptoms.

Support

Preparations are underway to provide free repair service for affected cameras by replacement of the rubber grips. Once this repair service is available (ETA of mid July 2012), we will post an update on our web site and also notify registered users via email. Please [register](#) your EOS Rebel T4i, so that we can inform you via email when the free repair service will commence.

This information is for residents of the United States and Puerto Rico only. If you do not reside in the USA or Puerto Rico, please contact the Canon Customer Support Center in your region.

Thank you,
Customer Support Operations
Canon U.S.A., Inc.

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