

**IN THE UNITED STATES DISTRICT COURT  
FOR THE SOUTHERN DISTRICT OF NEW YORK**

John Guerriero, individually and on behalf of all  
others similarly situated,

Plaintiff,

- against -

Sony Electronics Inc.,

Defendant

Case No. 7:21-cv-02618

Class Action Complaint

Jury Trial Demanded

Plaintiff alleges upon information and belief, except for allegations pertaining to plaintiff, which are based on personal knowledge:

1. Sony Electronics Inc. (“defendant”) manufactures, markets and sells the a7iii camera (“Product”) described as “the vanguard of the mirrorless camera movement because they’re the most accessible full-frame system[s] on the market.”<sup>1</sup>



I. Mirrorless Cameras

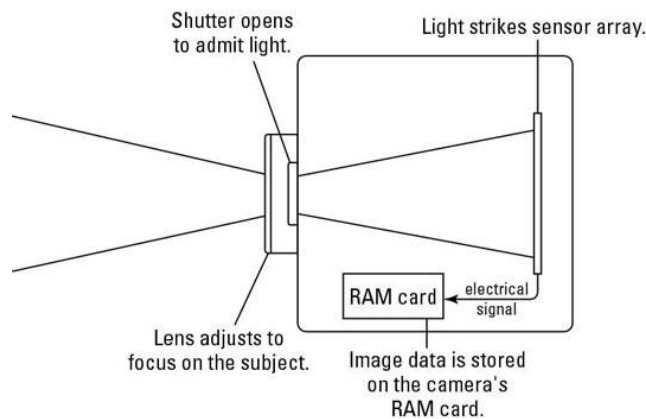
2. Before digital electronic sensors, all cameras used film to capture images.

<sup>1</sup> Stefan Etienne, [Sony A7 III and A7R III Review: Mirrorless Magic](#), The Verge, March 30, 2018.

3. Cameras contained an inside mirror to reflect an image into an optical viewfinder.
4. The viewfinder shows the area that will be included in a photograph.<sup>2</sup>



5. Once the shutter opens, light passes through the lens.



6. The mirror then moves out of the path of the light hitting the film when the shutter button is released, creating the image.

7. The shutter is the component that retracts for a specific period of time, allowing light to pass through the lens, hitting a photographic film or a light-sensitive sensor to expose a scene and permanently register it.

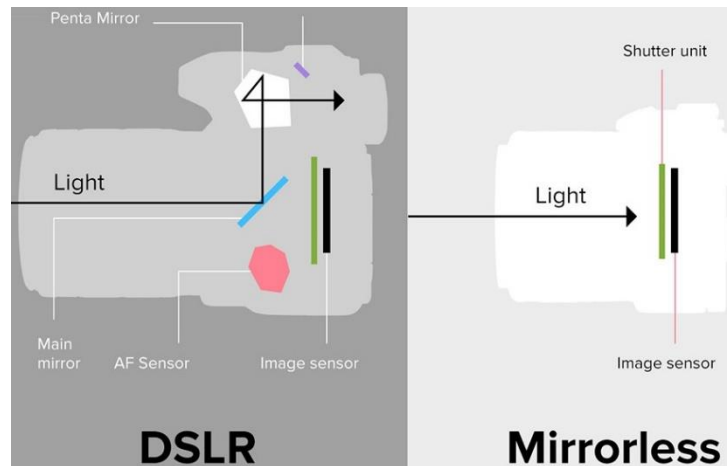
8. When the scene is registered, that shutter goes back down.

<sup>2</sup> Britannica, The Editors of Encyclopedia. "[Viewfinder](#)". Encyclopedia Britannica, 19 Sep. 2019.

9. Camera shutters are measured by actuations, which is the number of pictures taken with the camera.

10. This is a relevant metric because for each picture, the shutter flaps open and closed for an exposure.

11. A mirrorless camera has all the attributes of previous generations of cameras but without a mirror.<sup>3</sup>



12. The absence of a mirror increases the camera's speed and allows it to be smaller and lighter than a traditional digital camera ("DSLR" or digital single-lens reflex camera).

13. The a7iii is smaller, lighter, and more durable than its DSLR counterpart, which contributes to its higher cost – approximately \$2,000.00.

14. Unfortunately for many purchasers of the a7iii, mechanical problems with the shutter have rendered the cameras unusable provided they do not pay over \$500 for repair to an authorized service center.

15. Mirrorless cameras are preferred by many professional photographers because they are quieter, which provides less distractions when photographing events like weddings.<sup>4</sup>

<sup>3</sup> Mirrorless Interchangeable-lens Camera or "MILC"; Canon New Zealand, [Mirrorless or DSLR Cameras: Which is Right for You?](#).

<sup>4</sup> Vincent Tabora, [DSLR vs. Mirrorless](#), Medium.com, Oct 14, 2019.

## II. The a7iii's Shutter Problem

16. The shutter life expectancy on the a7iii is 200,000 actuations.

17. However, numerous users report shutter failures far below 200,000 but between 10,000 and 50,000 for most of the users who experienced this.<sup>5</sup>

18. While the a7iii is generally sold with a one-year warranty, shutter failure occurs randomly, often outside of the warranty period.

19. The result is that purchasers must pay approximately \$500-\$650 for repair and replacement of the shutter mechanism.

20. The shutter failure manifests in a consistent way.

21. Prior to shutter failure, users report hearing an atypical shutter sound, followed by the screen turning black and displaying the following message: "Camera Error. Turn off then on."



22. However, following these instructions often will not solve the problem.

23. Users who experience the shutter failure have resorted to removing and reinserting the camera's battery, but this is also ineffective.

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<sup>5</sup> [We want Sony A7III to be recalled for Shutter replacement](#), Change.org petition, 2019.

24. When a user removes the lens, the shutter is closed and stuck.



25. In most instances, the shutter has become detached, as shown through the numerous a7iii users who shared pictures of their broken shutters on the internet.



26. Several explanations have been advanced for why the a7iii shutters fail relatively frequently and before the expected number of actuations.

27. These include the observation that the shutter blade catches on the front edge as it moves down in taking a picture.

28. This is because the blades are positioned farther forward, so they “catch” and fail to

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