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r/SonyHeadphones • 3 yr. ago

zkhcohen



WF-1000XM4 - Severe Battery Issues

PLEASE READ THE LATEST UPDATES AT THE BOTTOM OF THE THREAD. UPDATED NOV 3rd 2023.

Starting at the end of July, there have been a large number of reports of *severe* uneven battery drain in the WF-1000XM4 earbuds. The common factor appears to be the 1.4.2 update. The most concerning symptom that some users have been reporting (myself included) is that the affected earbud is now getting hotter than expected while charging in the case.

See my running list of reports here (**has not been updated since Sep 2nd, 2022 - there are now thousands of reports**): <https://pastebin.com/H20eF2x6> Each post has numerous additional reports in the comment section. If we're seeing this much activity, it's safe to assume that this is a *much* bigger problem than represented by this subset of users.

I tried to bring this to the attention of Sony, but their call center managers were simply could't care less about

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2.1K

3.2K

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JB2unique • 3y ago • Edited 3y ago

I recently just experienced this. I thought it was my fault somehow. Sucks as I'm out of warranty period.

60 Reply Share ...



zkhcohen OP • 3y ago

I was out of warranty by two months.

Call in, they'll deny your request, then ask for an escalation to their customer service team managers. If they try to talk you out of it ("sir... they'll give you the same answer"), keep pushing for the escalation politely.

A few days later you'll get a call and be asked to provide a proof of purchase (make sure you're honest from the start about the issue and the date you purchased them).

A few days after that, they should approve your out-of-warranty replacement request. The new earbuds they're sending me also come with a 90-day warranty.

[Skip to main content](#)[Log In](#)[+ 33 more replies](#)**alfius-togra** • 3y ago • Edited 3y ago

Am experiencing exactly this issue. Right bud discharging from full to zero in a little under an hour of normal use, left drops only to 75-80% in the same time.

I'm still in the two year retailer's guarantee (Pro tip - if you're in the UK, always buy electronics from John Lewis), worth returning, or holding off for a software fix?



21



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**D41V30N** • 3y ago

I have the EXACT same issue. Unlike you though, I live in a third world country with no official Sony customer support and I bought this while abroad. Nevertheless, this is unacceptable, especially if it's a firmware issue as explained in some other threads/posts.



11



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[+ 5 more replies](#)[+ 12 more replies](#)**Masked-Vigilante** • 3y ago

I saw the same thing happen with mine. And now right one drains battery fast.



19



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[+ 4 more replies](#)**incond1te** • 3y ago • Edited 2y ago

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laptop, or using it for calls, but it also failed on my phone.

This sucks.

Edit2: I spent 30 mins listening to music with noise canceling on (not on a call). Left: 89%, Right 62%. Seems like, for me, it drains MUCH faster with microphone activation (on a call) vs the noise canceling features. Still, that would only give me a bit over 1h listening time compared to multiple hours just a few weeks ago.

Edit3: As noted in a comment below - contacted live support and they are indeed replacing these.

Thank you for waiting, please return your product and we will send you a replacement. The replacement will be a new Set of the same model. If the same model is not available, we will replace it with a new model with comparable or better features.

You will receive an email shortly with detailed instructions and a prepaid shipping label. Please note that the shipping label will expire in 10 days and the work order will be canceled if the product is not received within 45 days.

Once the unit is delivered to our warehouse, please allow up to 3 business days for the warehouse to receive your product into our system. When the warehouse receives your product into the system, we will send you a confirmation email.

I do not anticipate any delay in processing the replacement of your unit. In most cases, the replacement unit will arrive within 7-10 business days upon receipt of your unit. Also the warranty on the replacement is the balance of the warranty on the original unit or 90 days, whichever is longer.

Please be advised that all of the terms and conditions of the original warranty apply, and the Exchange Program excludes any condition resulting from physical abuse or misuse, excessive wear, units over seven (7) years from last market date, and damage resulting from prior service. If, upon receipt of the unit, it is determined that the unit is not eligible for exchange one of our representatives will contact you.

The email takes from 15 min. up to 24 hrs. for you to get it if you don't receive the email with in 24 hrs. please contact us again and you can make reference to your case number XXXXXXXX

17 Reply Share ...

16 more replies



operator207 • 2y ago

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They wanted to know when I bought them. I told them the date, and Amazon.

When did it start? I didn't notice this until about 2 weeks ago.

When it is charging, is the light solid or blinking. Mine is solid.

Have you reset or initialized them? I did the one at a time one, and the one where you touch both at the same time. (I could not remember the complete process for either, but what I did remember was enough for them to know I did both).

They asked for shipping info, serial, and color.

That was 10m ago, and I just got the email with a prepaid shipping label and instructions. I am getting an exchange, and from the email, "The replacement will be a new unit of the same model."

I'm posting this as some don't have time to call or dislike calling and talking with support. Hopefully this helps those get a replacement.

↑ 15 ↓ ○ Reply ↗ Share ...

⊕ 31 more replies



NinjaNennyNing • 3y ago

Same here. The left lasts about 30 minutes and the right only 10 - 15 minutes. Worked great until the last firmware update.

↑ 13 ↓ ○ Reply ↗ Share ...

⊕ 8 more replies



Bwiggly • 2y ago

Just contacted Sony support live chat in the US. Told them I had a battery drain issue and overheating. After confirming that it was after firmware 1.4.2, that the case would blink red at times, and that I had already reset and factory reset the headphones to no avail they have offered me a replacement set with a free shipping label for the return. Easy process and they never asked for warranty as mine have been out of warranty for around 3 months now. You can also download a transcript of your support convo too which is nice.

↑ 13 ↓ ○ Reply ↗ Share ...

⊕ 5 more replies



justsaykewl • 3y ago • Edited 3y ago

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So, I didn't even know this was because of the new update of 1.4.2 but it makes so much sense now. I also noticed the above-mentioned issue around July but thought it was because of some fault of mine. (I was on a trekking trip, thought smth might have caused it)

The case starts blinking red cause the right earbud heats up crazily. And the left earbud drains insanely quickly in about 15 mins of usage.

Unfortunately, I bought them in Japan and I'm currently in a diff country altogether so warranty doesn't even apply, but on contacting the local service center and talking with the area service manager they offered a replacement at a discounted price...of 15k INR (I can buy a new pair at 20k INR from amazon wth)

Mine are out of warranty just about a month and half. Thinking what I should do next... Anyway, thanks for the post!

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r/SonyHeadphones • 2 mo. ago

Fuck dem wf-1000xm4 battery

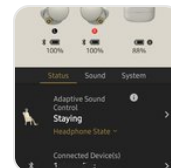
14 upvotes · 18 comments



r/SonyHeadphones • 6 mo. ago

I successfully replaced the batteries on my wf-1000xm4

139 upvotes · 22 comments



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62 upvotes · 16 comments



r/SonyHeadphones • 2 mo. ago

Atrocious Asymmetrical Battery Drain on WF-1000XM4

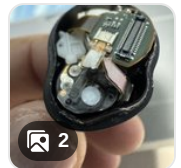


33 upvotes · 20 comments



r/SonyHeadphones • 2 mo. ago

Sony WF-1000XM4 Repair



5 upvotes · 17 comments



r/SonyHeadphones • 5 mo. ago

My experience with my WF-1000XM5 after a year of usage.



20 upvotes · 3 comments



r/SonyHeadphones • 2 yr. ago

Are Sony WF - 1000 XM4 still good in 2023?

42 upvotes · 146 comments



r/SonyHeadphones • 2 yr. ago

When is the WH-1000XM6 coming out?

74 upvotes · 83 comments



r/sony • 4 yr. ago

WH 1000XM3 won't turn on - fix

496 upvotes · 372 comments



r/SonyHeadphones • 2 yr. ago

Have the WF-1000XM3; should I upgrade to WF-1000XM5?

24 upvotes · 50 comments



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Sony WH-1000XM5 Lower battery life than advertised ??

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Update 2.4.1 WH-1000XM5

[3 upvotes](#) · [1 comment](#)[r/SonyHeadphones](#) · 2 yr. ago

Came across a realization about audio when researching the wf100xm4 and xm5, help? 🎧

[1 upvote](#) · [13 comments](#)[r/SonyHeadphones](#) · 3 yr. ago

Pairing two different earbuds for WF-1000XM4

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"She released a breath she didn't realise she was holding" ... WHY IS EVERYONE SO BOTHERED BY THIS PHRASE???

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Reset WF1000XM4 with both buds in case.

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Important announcement from Jcb112: story hiatus due to a stupid accident

[69 upvotes](#) · [24 comments](#)[r/Rivian](#) · 3 yr. ago

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Absolute worst experience I have had in my life so far with RMA and lack of product confidence

33 upvotes · 52 comments

[r/sony](#) • 1 yr. ago

I changed the batteries of the WF-1000xm4

89 upvotes · 63 comments

[r/australia](#) • 3 yr. ago

Australia Pro-Tip: ACCC laws are amazing for consumers, especially for Apple products

601 upvotes · 166 comments

[r/SonyHeadphones](#) • 10 mo. ago

Sony WH-1000XM4 Reviews?

3 upvotes · 17 comments

[r/HeadphoneAdvice](#) • 2 yr. ago

Thoughts on sony wi c100?

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