

## US Customers

Customers are requested to call the Motorola Customer Response Center at (800) 227-6772 weekdays between 7 am and 7pm (central) to request warranty repairs.

Repairs for US-based customers are performed in the Elgin (IL) repair facility. To submit a request, customers must complete the US Repair Request Form.

Enter data into the “Fill Out Form” tab on the excel sheet, which populates a printable version of the form from the “Repair Request Form” tab. Optionally, print a blank form from the “Repair Request Form no fill” tab and enter the required information by hand.

Please provide the following information:

- **Customer Information**
  - Customer Number and Ship Tag: Leave blank.
  - Ship-To: Name and address where the unit should be sent upon completion of repairs
  - Bill Tag: Enter a space or a dash (“-”) to clear the “bill-to same as ship-to” flag
  - Bill-to: “Symbol Technologies, One Motorola Plaza, Holtsville NY 11742.”
- **Unit Information**
  - Model Number: Enter complete model number as shown on unit ID tag
  - Serial Number: Enter unit’s serial number, shown on ID tag
- **System** – Leave System Type and Options blank
- **Accessories** – Customers should contact the Systems Support Center regarding any accessory malfunctions and return them separately as instructed. Do not return accessories with the laptop; mark “None.”
- **Symptom** – Indicate any symptoms observed in the unit, as this aids greatly in diagnosis and repair.
- **Authorization**
  - For problems covered by the Motorola NA Warranty, customers may leave this section blank. Upon printing out the form, they should mark across this section, “WARRANTY.”
  - Customers should provide a valid purchase order (PO) or credit card number, as well as any appropriate instructions as indicated for non-warranty issues.

Customers must include the completed Repair Request Form with the unit and ship them together to the address indicated on the form:

**Motorola Radio Repair Center**  
2208 Galvin Dr.  
Elgin, IL 60123

(800) 227-6772