



# Pioneer

PIONEER ELECTRONICS (USA) INC.

## LIMITED WARRANTY

WARRANTY VALID ONLY IN THE UNITED STATES

### WARRANTY

Pioneer Electronics (USA) Inc. (Pioneer) warrants that Pioneer Vehicle Telematics Devices for rDrive distributed by Pioneer in the U.S.A. that fail to function properly under normal use due to a manufacturing defect when installed and operated according to the Terms of Use will be repaired or replaced with a unit of comparable value, at Pioneer's option, without charge to you for parts or actual repair work. Replacement units and/or parts supplied under this warranty may be new or rebuilt at Pioneer's option.

This Limited Warranty applies to the original or any subsequent owner (if transferred by contacting Pioneer) of this Pioneer product during the warranty period provided the product was purchased from an authorized Pioneer rDrive dealer in the U.S.A. You will be required to provide a sales receipt or other valid proof of purchase showing the date of original purchase. In the event service is required, the product must be delivered within the warranty period, transportation prepaid, only from within the U.S.A. as explained in this document. You will be responsible for removal and installation of the product. Pioneer will pay to return the repaired or replacement product to you within the U.S.A.

### PRODUCT WARRANTY PERIOD (Runs from the date of first retail sale)

Parts      Labor

Vehicle Telematics Devices ..... 1 Year      1 Year

### WHAT IS NOT COVERED

This Limited Warranty applies to Pioneer products that are purchased from an authorized Pioneer rDrive dealer. IF THIS PRODUCT WAS PURCHASED FROM ANY OTHER SOURCE, THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND THIS PRODUCT IS SOLD STRICTLY "AS IS" AND "WITH ALL FAULTS". PIONEER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL AND/OR INCIDENTAL DAMAGES. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Pioneer does not warrant any product listed above when it is used in a trade or business or in any industrial or commercial application. This warranty does not apply if the product has been subjected to power in excess of its published power rating. This warranty does not cover cosmetic scratches or any other appearance item; damage or defects resulting from alterations, modifications or opening the unit without Pioneer's written authorization; accident, collisions, misuse, abuse, neglect, or exposure to liquids, moisture or excessive heat; the use of unauthorized parts or labor; improper installation or maintenance; or lightning or power surges. Further, this warranty will be deemed null and void if You did not call Pioneer prior to transferring the product to a different vehicle. This warranty does not cover the cost of parts or labor that would otherwise be provided without charge under this warranty obtained from any source other than Pioneer. Altered, defaced, or removed serial numbers void this warranty.

### NO OTHER WARRANTIES

TO THE FULLEST EXTENT PERMITTED BY LAW, PIONEER MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THIS PRODUCT EXCEPT AS STATED IN THIS DOCUMENT. PIONEER LIMITS ITS OBLIGATIONS UNDER ANY IMPLIED WARRANTIES INCLUDING BUT NOT LIMITED TO WARRANTIES, WHETHER EXPRESS OR IMPLIED, OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TO A PERIOD NOT TO EXCEED THE WARRANTY PERIOD. NO WARRANTIES WILL APPLY AFTER THE WARRANTY PERIOD. Some States do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. To the extent any provision of this limited warranty is deemed invalid or unenforceable under applicable law, such determination will have no effect on the remaining provisions, which will continue in full force and effect.

### TO OBTAIN SERVICE

**Contact Pioneer** – You must contact Pioneer at (800) 421-1603 during the warranty period to explain your claim and provide the sales receipt showing the place and date of first retail sale. Pioneer will troubleshoot the matter, and if it is unable to resolve the issue and the unit qualifies for warranty coverage, Pioneer will issue a return authorization (RA) number.

**Shipping Your Unit for Service** – YOU MUST FIRST CONTACT PIONEER TO GET RETURN AUTHORIZATION. PLEASE DO NOT SEND IN YOUR PRODUCT WITHOUT CONTACTING CUSTOMER SUPPORT. If you have a return authorization number, please package the product carefully and send it transportation prepaid by a traceable, insured method to the address provided by Pioneer. Use adequate padding material to prevent damage in transit. Include your name, address and a telephone number where you can be reached during business hours. Within thirty (30) days of Pioneer's issuance of an RA number, Pioneer will suspend or cancel service for the defective unit and activate service for the replacement Unit.

For questions about your product, please contact Pioneer Customer Support at (800) 421-1603 or write to us at:

**Customer Support  
Pioneer Electronics (USA) Inc.  
P.O. Box 1720  
Long Beach, California 90801**

### DISPUTE RESOLUTION

Following our response to any initial request to Customer Support, should a dispute arise between you and Pioneer, Pioneer makes available its Complaint Resolution Program to resolve the dispute. The Complaint Resolution Program is available to you without charge. In the U.S.A., you are required to use the Complaint Resolution Program before you exercise any rights under, or seek any remedies, created by the Magnuson-Moss Warranty Act but may be entitled to file suit under state law without using the Complaint Resolution Program. To use the Complaint Resolution Program, call 1-800-421-1404 and explain to the customer service representative the problem you are experiencing, steps you have taken to have the product repaired during the warranty period, and the name of the authorized Pioneer Dealer from which the Pioneer product was purchased. After the complaint has been explained to the representative, a resolution number will be issued. Within forty (40) days of receiving your complaint, Pioneer will investigate the dispute and will either: (1) respond to your complaint in writing informing you what action Pioneer will take, and in what time period, to resolve the dispute; or (2) respond to your complaint in writing informing you why Pioneer will not take any action.

RECORD THE PLACE AND DATE OF PURCHASE. KEEP THIS INFORMATION AND YOUR SALES RECEIPT IN A SAFE PLACE

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_ Purchase Date \_\_\_\_\_

Purchased From \_\_\_\_\_