

1. Complete the Company Name, Name, Email, Phone and Address fields in the upper section.
2. Verify you have completed the troubleshooting steps listed by clicking in the box to the left of each statement.
3. Enter the Part Number and ESN for the first device. If you are unsure of how to locate the part number, please click the ***Need help locating the part number?*** link directly below the **Part Number** field. Once both fields are completed, please select the issue from the dropdown.
4. For any additional devices, the ESN field will appear once the part number is entered.

ZIP / Postal Code

Please confirm these basic troubleshooting steps have been performed before you request to Return Merchandise Authorization.

- The vehicle has a clear view of the sky.
- The vehicle ignition key in the ON position.
- The GPS and COMM LED's are ON constantly.
- The antenna is connected and damage free.
- You have tried swapping a known working LMU in this vehicle.

**Part Number \***

125252

**ESN Number \***

487110526563

[Need help locating the part number?](#)

**Part #2 Number**

125265

**ESN Number for Part #2 \***

**Part #3 Number**

Additional Part Number

**Select Issue \***

Select Issue

**Untitled**

5. Up to 10 devices can be submitted per RMA.
6. You are not required to complete the section labeled ***Untitled***.