

1 CONTACT INFORMATION

Date:

Your account #:

Company name:

Phone:

Contact name:

Contact email:

Bill-to address:

Return ship-to address (if different):

Your customer's name:

Your reference #: ☐ RO ☐ PO

2 PAYMENT METHOD

- ☐ Call for credit card #
- ☐ Credit card on file
- ☐ COD (add'l charge applies)
- ☐ Bill our account
- ☐ Manufacturer warranty*

*Please include a bill of sale.

3 RETURN SHIPPING

- ☐ Next Day AM
- ☐ Next Day Anytime
- ☐ Second Day
- ☐ Regular Ground

Shipping costs dependent upon equipment type and size; please call for prices.

4 REPAIR QUOTE

- ☐ Pre-approved up to \$ _____ *
- ☐ Call with estimate
- ☐ Email with estimate

Estimates go to the contact email above.

*A UR rep will contact you if left blank.

Units with a flat rate are not eligible for an estimate.

5 EQUIPMENT & DEFECT

- ☐ Radio / infotainment
- ☐ Navigation
- ☐ Amplifier
- ☐ Instrument cluster
- ☐ Land mobile / two-way
- ☐ Home electronics
- ☐ Control module / camera
- ☐ Other

Radio – trouble is in: ☐ AM ☐ FM ☐ Tape ☐ CD ☐ Nav ☐ Amp ☐ Other

Cluster – trouble is in: ☐ Speedo ☐ Tach ☐ DIC ☐ Shift ind. ☐ Gauge ☐ Odometer ☐ Trip

Mileage: VIN:

Make / brand: Model / part #: Serial #:

Defect (please describe in detail):

Anti-theft code / password: Media / accessories included? ☐ Yes ☐ No

If yes, list media / accessories:

Condition of unit (scratches, dents, etc.):

ELECTRONICS REPAIR, DONE RIGHT.

From your vehicle to your living room, from entertainment to safety, we repair the equipment you depend on — and get it back to you working like it should.

01 Diagnosis

Pinpoint the fault, then explain it plainly.

02 Repair

Component-level fixes, not just swaps.

03 Testing

Every unit bench-tested before it leaves.

04 Return to Service

Back in your hands, ready to use.

WHAT WE SERVICE · AND WHERE TO SEND IT

Vehicle · Home · Communications



Radio & Infotainment

OEM and aftermarket head units, touchscreens and control panels.

SHIP TO Ford factory **A** or **B** · Clarion/Panasonic **B** ·
Other factory equipment **C** · Aftermarket **D**



Instrument Clusters

Gauges, displays, backlighting and mileage setting.

SHIP TO All factory instrument clusters **A**



Amplifiers

OEM and aftermarket.

SHIP TO Ford factory **A** or **B** · Clarion/Panasonic **B** ·
Other factory equipment **C** · Aftermarket **D**



Navigation

In-dash factory navigation display systems.

SHIP TO Ford factory **A** or **B** · Clarion/Panasonic **B** ·
Other factory equipment **C**



Land Mobile & Two-Way Radio

Mobile, portable and base-station units.

SHIP TO All LMR ship-in repairs **D**



Home Electronics

Receivers, amplifiers, video projectors and accessories.

SHIP TO All aftermarket consumer equipment **D**



Control Modules & Vehicle Cameras

BCM, TIPM, powertrain modules, climate controls and backup cameras.

SHIP TO All control modules & vehicle cameras **D**

*Ford factory units: customers in AL, AR, FL, GA, KY, LA, MO, MS, NC, SC, TN or TX ship to **B**; all other states ship to **A**.

A

Automotive

East Syracuse, NY

5717 Enterprise Parkway
Dock 26
E. Syracuse, NY 13057

B

Automotive

Peachtree City, GA

780 Highway 74 South
Peachtree City, GA 30269

C

Automotive

East Syracuse, NY

5705 Enterprise Parkway
E. Syracuse, NY 13057

D

Consumer & LMR

East Syracuse, NY

5717 Enterprise Parkway
Dock 14
E. Syracuse, NY 13057

Automotive (A, B, C): 315.446.5570 · 800.448.0944 · automotive@unitedradio.com

Consumer & LMR (D): 315.446.8700 · 800.634.8606 · customerservice@unitedradio.com

Need a different service? Email partsinquiry@unitedradio.com and your Service Partner will contact you with options.

CALL
800-448-0944

B2B REPAIR & EXCHANGE
MyURDS.com

ONLINE
UnitedRadio.com
EBAY STORE
UnitedRadio1923.com

HOURS
8am-8pm M-F
PARTS SALES
URDistribution.com