Title	Innova 5210: Damaged USB Port					
Tool #	5210	**Creator**	David G.	**Created/Update Date**		**T/N #**	23-5210-004

Description: This document outlines the steps to be taken in case the USB port on the scan tool is damaged in any way.

Step 1 - Gather Tool Information

- What is the model of the tool you are calling about?

- When was the tool purchased? (If the tool was purchased within a year, it is covered by a 1-year warranty if bought from an authorized Innova dealer).

- Do you still have proof of purchase (the receipt)?

Step 2 - Warranty/No Warranty

- If the tool is still within the first year of purchase, the repair cost will be covered by the warranty.

- If the customer has owned the tool for over a year from the purchase date, there will be a repair cost. (Please refer to the Repair/Replacement Price Chart).

Step 3 - Gather Customer Information

- Collect Customer Basic Information using the CSR system.

       - First Last Name:

       - Address:

       - City:

       - State:

       - ZIP:

       - Country:

       - Email:

Step 4 - Provide Customer with Shipping Information

- We will provide you with shipping instructions so you can send the tool in for repair.