



RE: Tracking (RMA) Number 1102815029

Dear Valued Customer,

You have successfully submitted an online request to upgrade your Motorola XOOM to 4G LTE. Prior to shipping your device to Motorola for the upgrade, please carefully read the information below.

Your upgrade request has been placed under Tracking (RMA) Number **1102815029**. Please keep this number for future reference.

Within a couple of days, you will receive a package containing the following material:

- Getting Started Guide with step-by-step instructions for backing up and properly shipping your device
- Federal Express Box with pre-paid shipping label sealed on the box and all necessary packing materials for you to securely ship your device back for the upgrade.

Carefully follow the instructions in the Getting Started Guide. Back-up all personal data on your device prior to sending it in for the upgrade, and follow the packing instructions to ensure your Motorola XOOM remains safe in transit. You will be without your device for approximately 5 business days from the time you ship your Motorola XOOM.

MEID No: 99000052032350

Model: Motorola XOOM

Symptom Code: 4G LTE Upgrade

1. WHAT NOT TO SEND



Charging
Docks
Chargers



Additional
Accessories
Portfolios
Gel Cases
Skins
SD Memory
Card

2. BEFORE YOU SEND

- Save Contact Details
- [Backup](#), encrypt and/or reset your device
- Save your Tracking (RMA) Number
- **Please Note:** If you removed the memory card from the device. You must re-insert the SIM Card Tray and return with the device.

3. HOW TO SEND

- Use the supplied packaging
- Print this email (packing list) and include with the package when returning
- Ensure box is well sealed and the product is well protected

You can track the status of your upgrade, or obtain additional information about the upgrade program by visiting: <https://globalrepairtools.motorola.com/serviceandrepair/device/index/en-us/trackrepair/>

SHIPPER INFORMATION

Brian Cullinan
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UPGRADE DEPOT INFORMATION

CTDI
2246 GALVIN DRIVE
ELGIN, IL 60124

Motorola and Verizon Wireless value you as a customer and appreciate your business

RMA-1102815029_SN-

99000052032350

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