

From: Lorie Phillips <LoriePhillips@IcomAmerica.com>
Sent: Monday, January 13, 2014 1:57 PM
To: Terry Sparks
Subject: RE: Sent from Icom America Website: M802 Mic cord falling apart

Hello,

You can ship the mic to the following address:

Icom Service
12421 Willows Road NE
Kirkland, WA 98034

Please include a letter that states the work to be done and also provide your name, address, phone number and email address. Please also indicate if you want the mic returned to you with a signature required upon delivery or if it is ok to leave at the door if you are not at home.

Please let me know if you have any further questions.

Thank you,

Lorie Phillips
Service Administrator
425-454-8155
www.icomamerica.com

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Innovative People.
Great Solutions.

-----Original Message-----

From: Terry Sparks [mailto:p-t_on_sunyside@live.com]
Sent: Saturday, January 11, 2014 8:12 PM
To: Service
Subject: Sent from Icom America Website: M802 Mic cord falling apart

It is my understanding that Icom is replacing the defective mic cords that are falling apart. What is the process to get the mic/cord replaced?