

# *Pioneer*

# RD-HWK200

HARDWIRE KIT

TROUSSE D'ALIMENTATION PERMANENTE

Installation Manual

Manuel d'installation

**PIONEER CORPORATION**

28-8, Honkomagome 2-chome, Bunkyo-ku,  
Tokyo 113-0021, Japan

**PIONEER ELECTRONICS (USA) INC.**

P.O. Box 1540, Long Beach, California 90801-1540, U.S.A.  
TEL: (800) 421-1404

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< KYTZ21H > < CRD5217-A >

## Information to User

Alteration or modifications carried out without appropriate authorization may invalidate the user's right to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### Note

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FEDERAL COMMUNICATIONS COMMISSION SUPPLIER'S DECLARATION OF CONFORMITY

Product Name: HARDWIRE KIT

Model Number: RD-HWK200

Responsible Party Name: PIONEER ELECTRONICS (USA) INC.  
SERVICE SUPPORT DIVISION

Address: 2050 W. 190TH STREET, SUITE 100, TORRANCE, CA 90504, U.S.A.

Phone: 1-800-421-1404

URL: <https://www.pioneerelectronics.com>

# After-sales service for Pioneer products

Please contact the authorized Pioneer dealer from which you purchased this unit or an authorized Pioneer service company for aftersales service or questions you may have about the product. You may contact Pioneer directly as follows:

**Do not ship your unit in for repair without contacting Pioneer first. Units sent without a return authorization number will be refused.**

## USA & CANADA

Pioneer Electronics (USA) Inc.  
CUSTOMER SUPPORT DIVISION  
P.O. Box 1760  
Long Beach, CA 90801-1760 U.S.A.  
800-421-1404

For warranty information, please see the Limited Warranty sheet included with this unit.

## Visit our website

**U.S.:** <https://www.pioneerelectronics.com>

**Canada:** <https://www.pioneerelectronics.ca>

- Learn about product updates (such as firmware updates) for your product.
- Register your product.
- Access owner's manuals, spare parts information, service information, and much more.

## Precautions

### ▲ CAUTION

- **This product is designed for professional installation only. We recommend that only authorized Pioneer service personnel, who have special training and experience in mobile electronics, set up and install this product. NEVER SERVICE THIS PRODUCT YOURSELF.**
- **The product constantly uses vehicle power, which puts a load on the vehicle battery. If not using the vehicle for a long period of time, or when using the vehicle for repeated short trips, power consumption from devices within the vehicle may cause the battery voltage to gradually drop, and may cause the battery to go dead. Ensure that the vehicle engine is periodically started to ensure that the battery voltage does not drop.**
- If other devices installed in the vehicle also draw from the battery when the vehicle is off, the battery may go dead if the voltage cutoff on this product is set too high. Take care when setting voltage cutoff.
- Do not use with anything other than Pioneer Dash Camera.  
Check supported models at the Pioneer website.  
**U.S.:** <https://www.pioneerelectronics.com>  
**Canada:** <https://www.pioneerelectronics.ca>
- For safety precautions, also refer to the manual of the connected Dash Camera.
- Pioneer accepts no responsibility whatsoever for the vehicle battery losing voltage or dying.

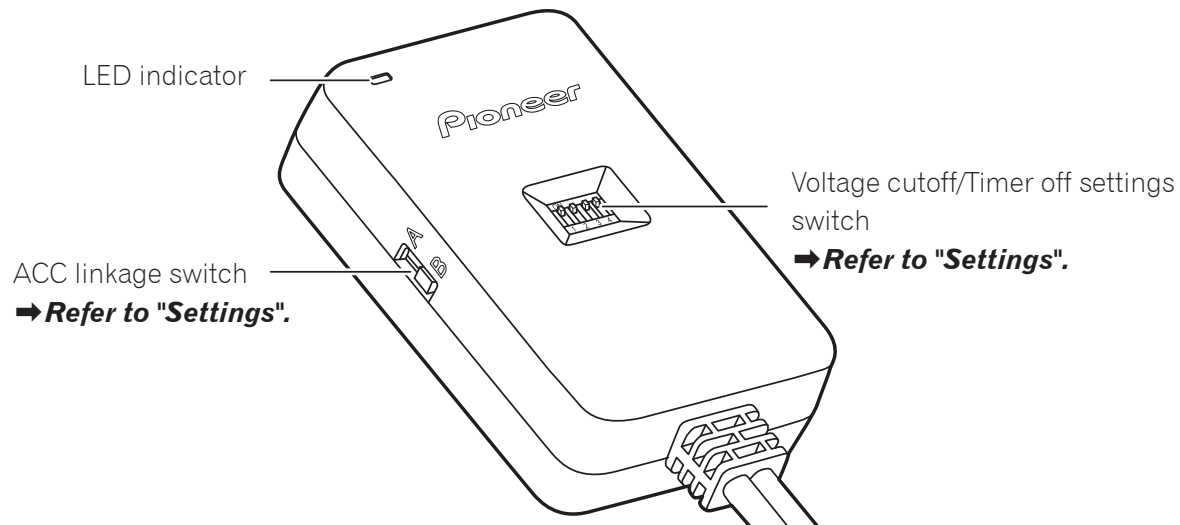
## Specifications

<b>Input Power supply voltage</b>	12 V / 24 V DC
<b>Output Power supply voltage</b>	5 V DC (maximum 1.5 A)
<b>Voltage cutoff settings</b>	12 V: 11.6 V / 11.8 V / 12.0 V / 12.2 V 24 V: 23.2 V / 23.6 V / 24.0 V / 24.4V
<b>Timer off settings</b>	1 hour / 3 hours / 6 hours / 12 hours
<b>ACC linkage toggle switch</b>	A mode / B mode
<b>Operating temperature</b>	-10 °C to +60 °C (+14 °F to +140 °F)
<b>Product external dimensions (W×H×D)</b>	45 mm × 70 mm × 22 mm (1 - 3/4 in. × 2 - 3/4 in. × 7/8 in. )
<b>Weight</b>	195 g (0.4 lbs)
<b>Cable length</b>	From the vehicle power supply to the main unit (1 m) (3 ft. 3 in.) From the main unit to the Dash Camera (4 m) (13 ft. 2 in.)

## Note

- Product specifications and external appearance are subject to change without notice. Furthermore, the illustrations within this manual may differ from the actual product.

# Part Names and Status Indicators



The product status is indicated by the illumination/flashing state of the LED indicator. If this does not light or flash as normal, try reconnecting.

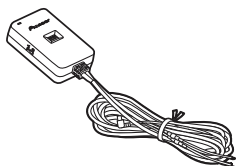
LED display	On	Flashing*1	Flashing*2	Off*3
Power status	ACC/continuous power on	ACC off, continuous power on	ACC off, continuous power on	ACC/continuous power off
Product status	Power on	Parking mode on	Normal recording on	Power off

\*1 When connecting to a Pioneer Dash Camera that supports ACC linkage, details of parking mode operation will differ depending on the connected Dash Camera. For details, refer to the instruction manual of the connected Dash Camera.

\*2 When connecting to a Dash Camera that does not support ACC linkage, normal recording will continue even after turning ACC off.

\*3 When the timer off set time is reached, or the vehicle battery voltage drops below the voltage cutoff settings value, the LED illumination will turn off.

# Checking Connection and Mounting Parts



Main Unit ×1

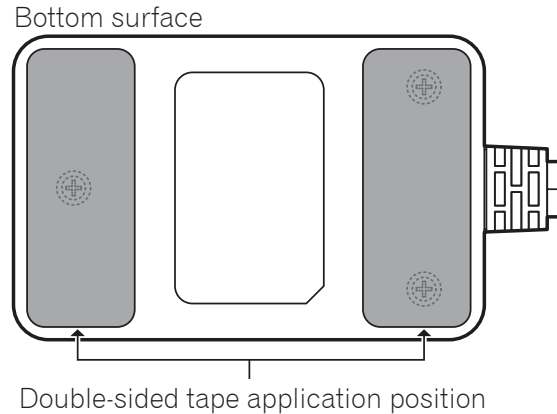


Double-sided Tape ×2

# Before Installing the Product

## ⚠ Installation Precautions

- Use the included double-sided tape to securely affix the product to the vehicle.



- Recommended mounting locations are within the inside the kick panel or glove compartment.
- Mount on a flat, oil-free surface.
- Mounting on anything other than a flat surface may result in the product falling off. Additionally, there is a risk of malfunction.
- Mount in a location in which the product can be firmly secured. Ensure that you do not mount on places in the vehicle that are subject to strong vibration such as the spare wheel cover board or the cargo area in a hatchback.
- Mounting using other than the specified mounting methods may result in diminished performance. Additionally, there is a risk of malfunction.
- Do not mount in the following types of locations. Failure due to high temperatures may occur.
  - \* Locations subject to direct sunlight such as on the dashboard or the cargo area in a hatchback
  - \* Near the heater outlet
- Do not mount in locations that may be exposed to rain or liquids, such as near a door opening or cup holder.
- Do not mount in locations that tend to accumulate dust or dirt.
- Do not cover with carpet or other material.
- Mount in a location in which the cables are not subject to significant shocks.
- Avoid mounting this product in locations in which it may be kicked or have heavy loads placed upon it.

## ⚠ CAUTION

- If the fuse is blown, then replace it with a new standard glass tube fuse (diam. 5.2 mm/length 20 mm), and tighten the tip fully.  
Ensure that the fuse is replaced with one of the rated type and capacity (F 2 A L/250 V, F 500 mA L/250 V).

# Connecting

## Connection terminal connection and removal

- Connect the connection terminals securely. If the terminals do not go in smoothly, they may be reversed. Check the terminal orientation. Do not insert terminals with excessive force. Doing so may result in malfunction.
- When removing the connection terminals, hold the connector part to pull out. Pulling the cable may result in connector damage.

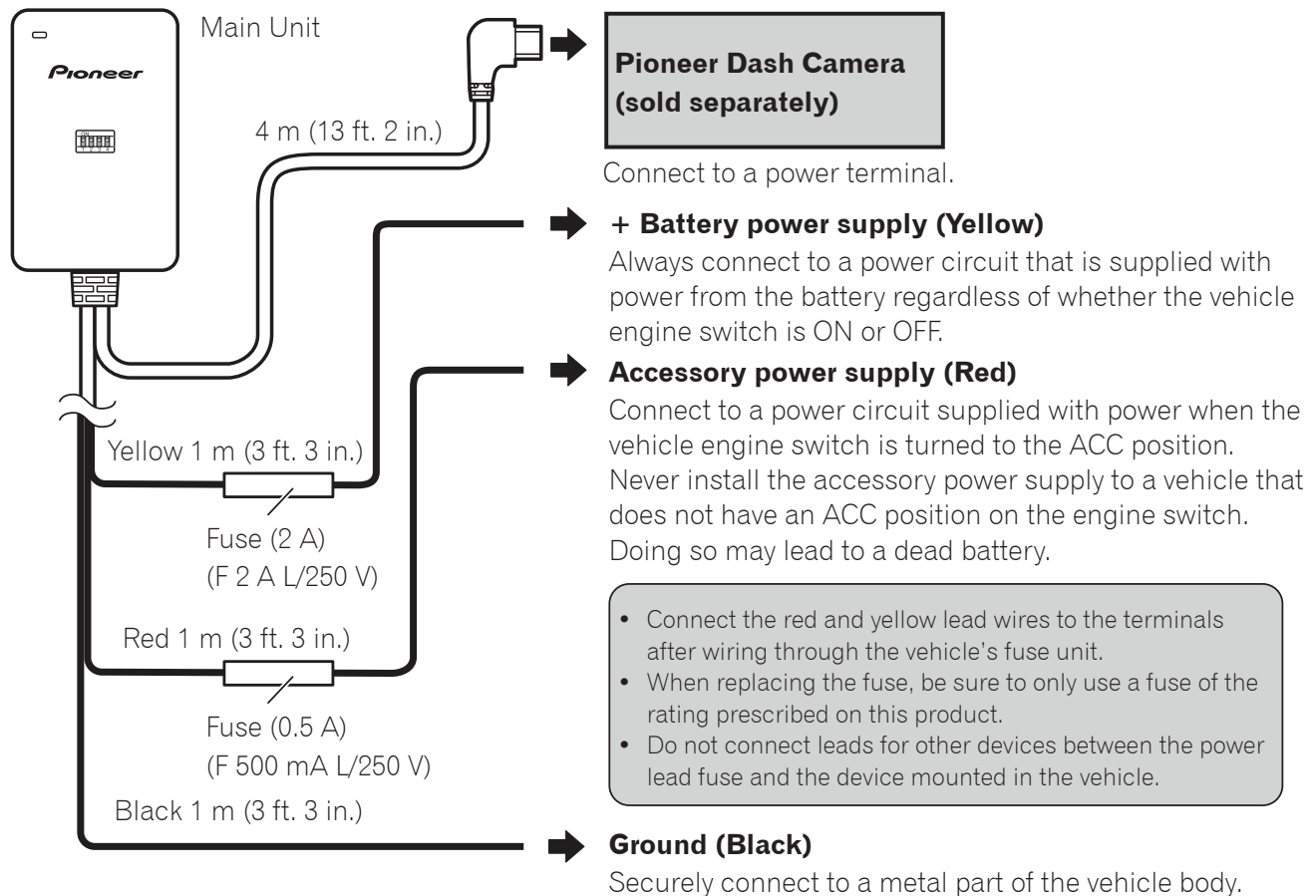
### ⚠ Connection Precautions

- Be sure to disconnect the  $\ominus$  terminal of the vehicle's battery before connecting the power cable.
- To prevent fuming and damage to the product, be sure to first securely connect the black lead wire (Ground) of the product to the metal part of the vehicle body.
- Connect separate black lead wires (Ground) for products with high current consumption. When setting up connections all at once, there is a risk of fuming or damage to the product when screws loosen or come off completely.
- Always use the included parts as specified. There is a risk of product failure if other parts are used.

### ⚠ WARNING

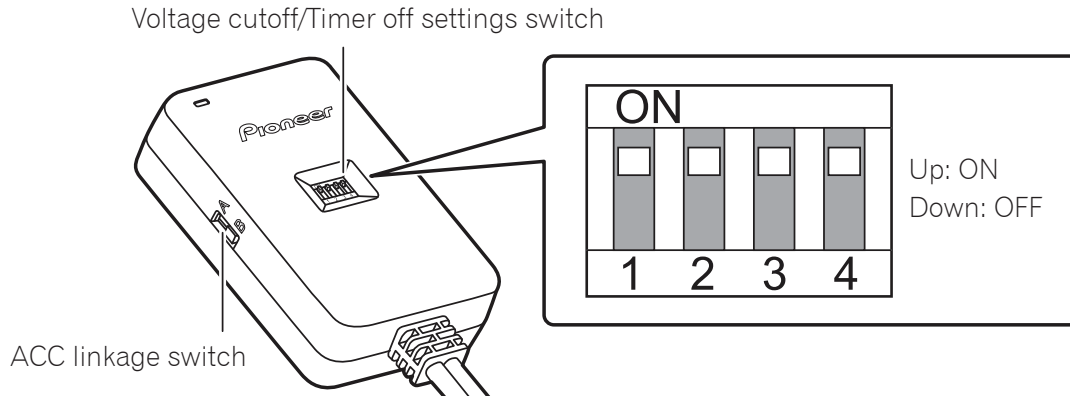
- When handling the cables, DO NOT run cables near the driver's feet as they may interfere with the operation of the vehicle, potentially resulting in serious injury or death.

## Connection diagram



# Settings


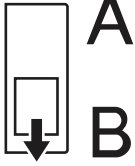
Prior to using this product and the connected Dash Camera, configure the ACC linkage settings, voltage cutoff settings, and timer off settings.



## ACC linkage settings

Operate the ACC linkage switch in accordance with the specifications of the Pioneer Dash Camera connecting to this product.

(Factory default: B mode)

<b>Switch position</b>	A mode 	B mode 
<b>Specifications of Pioneer Dash Camera to connect</b>	ACC-linked Dash Camera	Non-ACC-linked Dash Camera
<b>Operation after connection</b>	After turning the engine off (ACC off), parking mode is activated.*	After turning the vehicle engine off (ACC off), normal recording will continue until the vehicle battery voltage drops below the voltage cutoff settings value, or the time set in the timer off settings is reached.

### Note

- In A mode, the timer settings for this product will be disabled.
- \* For details of operating conditions for parking mode, refer to the manual of the connected Dash Camera. Check supported models at the Pioneer website.

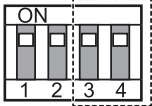
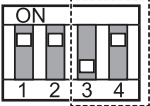
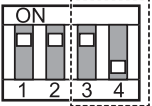
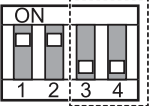
**U.S.:** <https://www.pioneerelectronics.com>

**Canada:** <https://www.pioneerelectronics.ca>

## Voltage cutoff settings

Move the voltage cutoff settings switches (3, 4) to set them depending on the vehicle battery voltage (12 V/24 V). When the vehicle battery voltage drops below the voltage cutoff settings value, the product will automatically stop operation.

(Factory default: 11.8 V / 23.6 V)

Switch position				
<b>Voltage cutoff settings value (If vehicle is 12 V)</b>	11.6 V	11.8 V	12.0 V	12.2 V
<b>Voltage cutoff settings value (If vehicle is 24 V)</b>	23.2 V	23.6 V	24.0 V	24.4 V

### Note

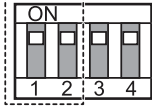
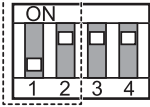
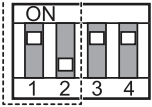
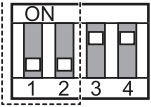
- Depending on the usage environment and vehicle status, voltage cutoff settings values will have a margin of error of approximately  $\pm 2\%$ .

## Timer off settings

To use the timer off functionality, move the timer off settings switches (1, 2) to set.

After ACC off, when the set time has elapsed, the product will automatically stop operation.

(Factory default: 3 hours)

Switch position				
<b>Timer off set time</b>	1 hour	3 hours	6 hours	12 hours

### Note

- The set time will have a margin of error of approximately  $\pm 10\%$ .
- If the ACC linkage is set to A mode, then timer settings for this product will be disabled.
- If the ACC linkage is set to B mode, then timer off settings for this product cannot be disabled.
- When the vehicle battery voltage drops below the voltage cutoff settings value, the product will automatically stop operation regardless of set times.





**PIONEER ELECTRONICS (USA) INC.  
LIMITED WARRANTY**

WARRANTY VALID ONLY IN COUNTRY OF PRODUCT PURCHASE

**WARRANTY**

Pioneer Electronics (USA) Inc. (Pioneer) warrants that Pioneer® Car/Marine Electronics, Speaker, and Accessory Products distributed by Pioneer in the U.S.A. and Canada that fail to function properly under normal use due to a manufacturing defect when installed and operated according to the owner's manual enclosed with the unit will be repaired or replaced with a unit of comparable value, at Pioneer's option, without charge to you for parts or actual repair work. Replacement units and/or parts supplied under this warranty may be new or rebuilt at Pioneer's option.

This Limited Warranty applies to the original or any subsequent owner of this Pioneer product during the warranty period provided the product was purchased from an authorized Pioneer dealer in the U.S.A. or Canada. **You will be required to provide a sales receipt or other valid proof of purchase showing the date of original purchase. In the event service is required, the product must be delivered within the warranty period, transportation prepaid, only from within the country of purchase as explained in this document. You will be responsible for removal and installation of the product.** Pioneer will pay to return the repaired or replacement product to you within the country of purchase.

<b>PRODUCT WARRANTY PERIOD (Runs from the date of first retail sale)</b>	<b>Parts</b>	<b>Labor</b>
<b>Car/Marine Electronics, Speakers, and Accessories (excluding Blind Spot Detection System).....</b>	<b>1 Year</b>	<b>1 Year</b>
<b>Blind Spot Detection System .....</b>	<b>3 Years</b>	<b>3 Years</b>

**WHAT IS NOT COVERED**

This Limited Warranty applies to Pioneer products that are purchased from an authorized Pioneer dealer. **IF THIS PRODUCT WAS PURCHASED FROM ANY OTHER SOURCE, THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND THIS PRODUCT IS SOLD STRICTLY "AS IS" AND "WITH ALL FAULTS."** PIONEER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL AND/OR INCIDENTAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Pioneer does not warrant any product listed above when it is used in a trade or business or in any industrial or commercial application. This warranty does not apply if the product has been subjected to power in excess of its published power rating. This warranty does not cover cosmetic scratches or any other appearance item; damage or defects resulting from alterations or modifications not authorized in writing by Pioneer; accident, collisions, misuse or abuse; the use of unauthorized parts or labor; improper installation or maintenance; lightning or power surges; subsequent damage from leaking; damage from inoperative batteries; or the use of batteries not conforming to those specified in the owner's manual. This warranty does not cover the cost of parts or labor that would otherwise be provided without charge under this warranty obtained from any source other than Pioneer. Altered, defaced, or removed serial numbers void this warranty.

**NO OTHER WARRANTIES**

**TO THE FULLEST EXTENT PERMITTED BYLAW, PIONEER MAKES NO REPRESENTATIONS OR WARRANTIES OR ACCEPTS ANY CONDITIONS WITH RESPECT TO THIS PRODUCT EXCEPT AS STATED IN THIS DOCUMENT. PIONEER LIMITS ITS OBLIGATIONS UNDER ANY IMPLIED WARRANTIES AND CONDITIONS INCLUDING, BUT NOT LIMITED TO, WARRANTIES AND CONDITIONS, WHETHER EXPRESS OR IMPLIED, OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TO A PERIOD NOT TO EXCEED THE WARRANTY PERIOD. NO WARRANTIES OR CONDITIONS SHALL APPLY AFTER THE WARRANTY PERIOD.** Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. To the extent any provision of this limited warranty is deemed invalid or unenforceable under applicable law, such determination will have no effect on the remaining provisions, which will continue in full force and effect.

**TO OBTAIN SERVICE**

In the U.S.A. or Canada, to receive warranty service, you need to present your sales receipt showing place and date of original owner's transaction. **Please contact one of the following to obtain service:**

Your Authorized Pioneer Dealer - Your Pioneer Dealer may repair or replace your unit or refer you to an Authorized Pioneer Service Company. Your sales receipt should list the contact information (phone number, fax, email, etc.) for your Dealer.

Pioneer Customer Support - Can advise the optimal service option for your model and geographic location.

Please call us at **1-800-421-1404** or visit **www.pioneerelectronics.com** (for USA) or **http://www.pioneerelectronics.ca** (for Canada), click on **"Support,"** then select **"Contact Us."**

Your Authorized Pioneer Service Company - Can perform repairs for most Car/Marine Electronics, Speaker and Accessory products and advise other options as applicable. Please visit Pioneer's website, click on **"Support,"** and select **"Find a Service Center."**

**Shipping Your Unit for Service** – YOU MUST FIRST CONTACT PIONEER TO GET RETURN AUTHORIZATION. PLEASE DO NOT SEND IN YOUR PRODUCT WITHOUT CONTACTING CUSTOMER SUPPORT. If you have a return authorization number, please package the product carefully and send it transportation prepaid by a traceable, insured method to an Authorized Pioneer Service Company or Pioneer. Use adequate padding material to prevent damage in transit. Include your name, address and a telephone number where you can be reached during business hours.

For questions about your product, please contact Pioneer Customer Support as described above or write to us at:

**Customer Support, Pioneer Electronics (USA) Inc.  
P.O. Box 1720  
Long Beach, California 90801 U.S.A.**

**DISPUTE RESOLUTION**

Following our response to any initial request to Customer Support, should a dispute arise between you and Pioneer, Pioneer makes available its Complaint Resolution Program to resolve the dispute. The Complaint Resolution Program is available to you without charge. In the U.S.A., you are required to use the Complaint Resolution Program before you exercise any rights under, or seek any remedies, created by the Magnuson-Moss Warranty Act but may be entitled to file suit under state law without using the Complaint Resolution Program. To use the Complaint Resolution Program, call 1-800-421-1404 and explain to the customer service representative the problem you are experiencing, steps you have taken to have the product repaired during the warranty period, and the name of the authorized Pioneer Dealer from which the Pioneer product was purchased. After the complaint has been explained to the representative, a resolution number will be issued. Within forty (40) days of receiving your complaint, Pioneer will investigate the dispute and will either: (1) respond to your complaint in writing informing you what action Pioneer will take, and in what time period, to resolve the dispute; or (2) respond to your complaint in writing informing you why Pioneer will not take any action.

RECORD THE PLACE AND DATE OF PURCHASE. KEEP THIS INFORMATION AND YOUR SALES RECEIPT IN A SAFE PLACE

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_ Purchase Date \_\_\_\_\_

Purchased From \_\_\_\_\_



**PIONEER ELECTRONICS (USA) INC.  
GARANTIE LIMITÉE**

GARANTIE VALIDE UNIQUEMENT DANS LE PAYS D'ACHAT DU PRODUIT

**GARANTIE**

Pioneer Electronics (USA) Inc. (ci-après « Pioneer ») garantit que les appareils électroniques, haut-parleurs et accessoires automobiles/marins Pioneer® distribués par Pioneer aux États-Unis et au Canada, s'ils sont installés et utilisés conformément au manuel de l'utilisateur qui accompagne l'appareil et ne fonctionnent pas correctement dans des conditions normales d'utilisation en raison d'un défaut de fabrication, seront réparés ou remplacés par un appareil de valeur comparable, à la discrétion de Pioneer, sans frais de pièces ou de réparation. Les appareils de remplacement et/ou pièces fournies en vertu de cette garantie peuvent être neufs ou remis à neuf, à la discrétion de Pioneer.

Cette garantie limitée s'applique au propriétaire initial ou à tout propriétaire ultérieur de ce produit Pioneer pendant la période de garantie, sous réserve que le produit ait été acheté d'un détaillant Pioneer autorisé aux États-Unis ou au Canada. **Vous devrez fournir un reçu de caisse ou autre preuve d'achat valide indiquant la date de l'achat initial. Si une réparation s'avère nécessaire, le produit doit être expédié dans la période de garantie, frais de port prépayés, uniquement depuis le pays de l'achat, et tel qu'expliqué dans le présent document. Vous serez responsable du retrait et de l'installation du produit.** Pioneer paiera les frais de retour du produit réparé ou de remplacement, à l'intérieur du pays d'achat.

**PÉRIODE DE GARANTIE DU PRODUIT (La garantie prend effet à compter de la première vente au détail)**

	Pièces	Main d'oeuvre
Appareils électroniques, haut-parleurs et accessoires automobiles/marins .....	1 an	1 an
Systèmes de détection d'angles morts .....	3 ans	3 ans

**ÉLÉMENTS NON COUVERTS PAR LA GARANTIE**

Cette garantie limitée s'applique aux produits Pioneer achetés d'un détaillant Pioneer autorisé. **SI CE PRODUIT A ÉTÉ ACHETÉ DE TOUTE AUTRE SOURCE, IL N'Y A PAS DE GARANTIES, EXPLICITES OU IMPLICITES, Y COMPRIS LES GARANTIES IMPLICITES DE QUALITÉ MARCHANDE ET GARANTIES IMPLICITES D'ADAPTATION À UN USAGE PARTICULIER, ET CE PRODUIT EST VENDU « TEL QUEL » ET « AVEC TOUS SES DÉFAUTS ».** PIONEER NE SERA RESPONSABLE D'AUCUN DOMMAGE CONSÉCUTIF ET/OU ACCESSOIRE. Certains États et certaines provinces n'autorisent pas l'exclusion ou la limitation des dommages consécutifs ou indirects, par conséquent, la limitation ou l'exclusion indiquée plus haut peut ne pas s'appliquer à vous.

Pioneer ne garantit aucun des produits énumérés ci-dessus s'ils sont utilisés à des fins commerciales ou professionnelles, ou dans toute application industrielle ou commerciale. Cette garantie ne s'applique pas si le produit a été soumis à une puissance nominale excédant celle indiquée dans les documents s'y appliquant. Cette garantie ne couvre pas les rayures ou tout autre élément esthétique ; les dommages ou défauts résultant de retouches ou modifications non autorisées par écrit par Pioneer ; les accidents, collisions, usages inappropriés ou abusifs ; l'utilisation non autorisée de pièces ou de main-d'œuvre ; l'installation ou la maintenance inadéquate ; les dommages causés par la foudre ou la surtension ; les dommages découlant de fuites ; les dommages découlant de piles défectueuses ; ou l'utilisation de piles non conformes à celles spécifiées dans le manuel de l'utilisateur. Cette garantie ne couvre pas le coût des pièces ou de la main-d'œuvre qui seraient autrement offertes sans frais en vertu de la présente garantie, si elles sont obtenues auprès d'une source autre que Pioneer. Les numéros de série modifiés, oblitérés ou enlevés annulent cette garantie.

**INVALIDITÉ DE TOUTES AUTRES GARANTIES**

DANS TOUTE LA MESURE AUTORISÉE PAR LA LOI, SAUF DISPOSITION CONTRAIRE DANS LE PRÉSENT DOCUMENT, PIONEER NE FAIT AUCUNE REPRÉSENTATION ET N'OFFRE AUCUNE GARANTIE, NI N'ACCEPTÉ AUCUNE CONDITION CONCERNANT CE PRODUIT. PIONEER LIMITE SES OBLIGATIONS EN VERTU DE TOUTES GARANTIES ET CONDITIONS IMPLICITES, Y COMPRIS, MAIS SANS S'Y LIMITER, LES GARANTIES ET CONDITIONS, EXPRESSES OU IMPLICITES, DE COMMERCIALITÉ ET D'ADAPTATION À UN USAGE PARTICULIER, À UNE PÉRIODE N'EXCÉDANT PAS LA PÉRIODE DE GARANTIE. AUCUNE GARANTIE OU CONDITION NE S'APPLIQUERA APRÈS LA PÉRIODE DE GARANTIE. Certains états et certaines provinces n'autorisent pas les limitations sur la durée d'une garantie implicite. Par conséquent, il se pourrait que certaines des limitations ou exclusions précitées ne s'appliquent pas à vous. Cette garantie vous confère des droits spécifiques légaux, mais vous pouvez bénéficier d'autres droits qui peuvent varier selon les États ou les provinces. Dans la mesure où toute disposition de cette garantie limitée est considérée comme invalide ou inexécutable en vertu du droit applicable, elle sera sans effet sur les autres dispositions, qui resteront pleinement en vigueur.

**DEMANDE DE SERVICE**

Aux États-Unis et au Canada, pour recevoir un service de garantie vous devez présenter votre reçu de caisse indiquant le lieu et la date de la transaction d'origine.

**Pour toute demande de service, veuillez contacter :**

Votre détaillant Pioneer autorisé - Votre détaillant Pioneer peut réparer ou remplacer votre appareil ou vous mettre en contact avec une entreprise de services Pioneer autorisée. Vous devriez trouver les coordonnées (numéro de téléphone, numéro de télécopieur, adresse de courriel, etc.) de votre détaillant sur votre reçu de caisse.

Support à la clientèle Pioneer - peut vous conseiller sur le choix de l'option de service optimal pour votre modèle et votre région géographique. Appelez-nous au **1-800-421-1404** ou visitez notre site Web à **www.pioneerelectronics.com** (pour les États-Unis) ou **http://www.pioneerelectronics.ca** (pour le Canada), cliquez sur « **Soutien** », puis sélectionnez « **Contactez-nous** ».

Votre entreprise de services Pioneer autorisée - peut effectuer des réparations pour la plupart des produits électroniques automobiles/marins, des haut-parleurs et des accessoires et peut vous conseiller sur le choix d'autres options, selon le cas. Visitez le site Web de Pioneer, cliquez sur « **Soutien** », puis sélectionnez « **Trouver un Centre de service** ».

**Expédition de votre appareil aux fins de service** — VOUS DEVEZ D'ABORD CONTACTER PIONEER POUR OBTENIR UNE AUTORISATION DE RETOUR. VEUILLEZ NE PAS ENVOYER VOTRE PRODUIT SANS AVOIR D'ABORD CONTACTÉ LE SERVICE À LA CLIENTÈLE. Si vous avez un numéro d'autorisation de retour, veuillez emballer le produit soigneusement et l'envoyer, frais de port prépayés avec un service d'expédition traçable et assurable, à une société de services Pioneer autorisée ou à Pioneer. Utilisez des matériaux d'emballage coussinés adéquats pour éviter les dommages pendant le transport. Incluez votre nom, votre adresse et un numéro de téléphone où nous pouvons vous joindre pendant les heures de bureau.

Pour toute question concernant votre produit, veuillez contacter le soutien à la clientèle Pioneer comme décrit ci-dessus ou écrivez-nous à :

**Customer Support, Pioneer Electronics (USA) Inc., P.O. Box 1720, Long Beach, California 90801 U.S.A.**

**RÈGLEMENT DES CONFLITS**

Dans le cas d'un conflit entre vous et Pioneer après notre réponse à votre demande initiale adressée service à la clientèle (Customer Support), Pioneer met à votre disposition son Programme de résolution des plaintes pour résoudre le conflit. Le Programme de résolution des plaintes est disponible sans frais. Aux États-Unis, vous êtes tenu de recourir au Programme de règlement des plaintes avant d'exercer vos droits ou d'exiger réparation en vertu de la loi sur la garantie « Magnuson-Moss Warranty Act », mais vous êtes en droit d'engager une action en justice en vertu des lois de l'État sans passer par le Programme de résolution des plaintes. Pour avoir recours au Programme de résolution des plaintes, composez le 1-800-421-1404 et décrivez au représentant du service à la clientèle le problème que vous rencontrez et les démarches que vous avez entreprises pour faire réparer le produit pendant la période de garantie, et donnez-lui le nom du détaillant Pioneer autorisé auprès duquel vous vous êtes procuré le produit Pioneer. Une fois que votre plainte a été expliquée au représentant, un numéro de résolution vous sera communiqué. Pioneer étudiera le conflit et, dans un délai de quarante (40) jours après la réception de votre plainte, (1) répondra à votre plainte par écrit pour vous aviser des démarches qu'elle entreprendra pour résoudre le conflit, et indiquera combien de temps ces démarches prendront ; ou (2) répondra à votre plainte par écrit pour vous indiquer les raisons pour lesquelles Pioneer n'entreprendra aucune démarche.

ENREGISTREZ LE LIEU ET LA DATE D'ACHAT. CONSERVEZ CES INFORMATIONS ET VOTRE REÇU DE CAISSE DANS UN ENDROIT SÛR

No. de Modèle. \_\_\_\_\_ No. de série \_\_\_\_\_ Date d'achat \_\_\_\_\_

Acheté de \_\_\_\_\_