



SERVICE ALERT

PRODUCT SAFETY RECALL

Service Alert Number: 1035

TO: Automotive Consumer Electronics Distributors and Dealers

DATE: 25 August 2010

SUBJECT: Potential safety issue – Limited nüvi® recall

DESCRIPTION

Garmin is voluntarily recalling certain nüvi devices that contain a specific battery that was manufactured by the battery supplier within a limited date code range. Garmin has identified potential overheating issues when certain batteries manufactured by the third-party battery supplier within a limited date code range are used in certain Garmin nüvi models with a specific printed circuit board (PCB) design. It appears that the interaction of these factors can, in rare circumstances, increase the possibility of overheating, which may lead to a fire hazard. Although there have been no injuries or significant property damage caused by this issue, Garmin is taking this action out of an abundance of caution.

AFFECTED PRODUCTS

The recalled devices include a small subset of the following nüvi model numbers:

- nüvi 200W, 250W, and 260W
- nüvi 7xx and 7xxT (where xx is a two-digit number)

IMMEDIATE ACTION REQUIRED

Determine your nüvi model and serial number by looking at the label on the back or bottom of your nüvi. You must provide this and other information to determine whether your nüvi is affected by this recall.

To easily and quickly determine whether your nüvi is affected, go to
www.garmin.com/nuvibatterypcbrecall

If you do not have access to the Web site:

- In the United States and Canada, call toll free (866) 957-1981
- In Mexico and South America, call (913) 397-8200
- In Europe, Middle East, and Africa, call +44 870 850 1242
- In Asia, call 886/2.2642.9199
- In Australia, call 1800 113 738; and in New Zealand call 0800 427 652

RESOLUTION

If you determine that your nüvi is affected by this recall, you must immediately stop using the device and return it to the directed Garmin-authorized service center for service. The unit's battery will be replaced with a new battery and a spacer will be inserted on top of the battery next to the PCB. The insertion of the spacer will provide a uniform enclosure space for the replacement battery. When the battery is replaced and the service concluded, your nüvi will be immediately returned to you. You will not have to pay for any associated service or shipping charges.

Do not attempt to remove the battery yourself. Promptly discharge the battery in any recalled nüvi devices to eliminate the possibility of the battery overheating. To safely discharge the battery, perform the following actions in order:

1. Disconnect the nüvi from all power cables and mounts.
2. Turn on the nüvi. The top right corner of the nüvi main menu displays the battery symbol and indicates the current battery charge level.
3. Let the nüvi sit until the battery is completely discharged and the nüvi turns itself off.
4. Do not re-charge or continue to use a recalled nüvi.

After you discharge your nüvi battery, follow the instructions you received from Garmin for returning your nüvi.

CONCLUSION

We also take this opportunity to re-emphasize that Garmin's existing product literature for nüvi devices instructs and warns customers not to expose the products to extremely high temperatures by leaving nüvi units in the windshield while unattended because of the extremely high temperatures that can be reached on a car dashboard on a hot, sunny day. These high temperatures can cause the battery to swell, which could contribute to overheating risks.

Garmin sincerely apologizes for the inconvenience that this matter has caused. We value your business and your faith in our company and want to maintain your confidence in and support of our entire line of products. Even through our handling of this incident, we endeavor to retain and strengthen your trust in the future.

© Copyright 2010
Garmin Ltd. or its subsidiaries
All Rights Reserved

Except as expressly provided herein, no part of this document may be reproduced, copied, transmitted, disseminated, downloaded or stored in any storage medium, for any purpose without the express prior written consent of Garmin. Garmin hereby grants permission to download a single copy of this document and of any revision to this document onto a hard drive or other electronic storage medium to be viewed and to print one copy of this document or of any revision hereto, provided that such electronic or printed copy of this document or revision must contain the complete text of this copyright notice and provided further that any unauthorized commercial distribution of this document or any revision hereto is strictly prohibited.