

PALO ALTO SPEEDOMETER, INC.
718 Emerson St
Palo Alto, CA 94301-2410
Phone: (650) 323-0243 Fax: (650) 323-4632
info@paspeedo.com
www.paspeedo.com

General information: For most year/make/models, we only need the replacement cluster shipped to us for reprogramming. However, there are some year/make/models that we NEED the original cluster as well as the replacement cluster in order to perform the reprogramming service. If you haven't shipped us a cluster from a specific year/make/model in the past, please contact us to confirm whether we need both clusters or not. Pricing varies depending on the year/make/model.

Procedure for **DEALERSHIPS** submitting instrument clusters for calibration to current mileage:

1. Send well-packaged instrument cluster to:
Palo Alto Speedometer
718 Emerson St.
Palo Alto, CA 94301-2410
Ph.: (650) 323-0243
2. Include in your package a copy of your Purchase Order and your Repair Order. Verbal Purchase Order numbers are NOT accepted. Be sure to write on your repair order the current mileage setting that you desire, and circle this number.
3. Please specify what type of return shipping service you desire; we use UPS (Ground, 3 Day Select, 2nd Day Air, Next Day Air). We can use a pre-paid return shipping label if you provide one, but know that you will be responsible for insuring the package appropriately, and you will need to handle any loss or damage shipping claims if they arise. We charge a handling fee of \$2.50 if you are providing us with a pre-paid return shipping label.
4. Please include specific contact information with the name and phone number of the person at the dealership that we can contact directly with any questions.

Please call or email us with any questions you may have. Thank you for your interest in our services.

PALO ALTO SPEEDOMETER, INC.

NOTE: If you are a non-Dealership Auto Shop, or the owner of the vehicle, requesting this service, you MUST fill out our **Odometer Agreement Form** and include a copy of your (or your customer's) Driver's License. The Odometer Agreement Form can be found on the Main page on our website www.paspeedo.com.