

---

**TB-38 / September 20, 2013**

## **Shipping Hold On All Lowrance HDS-12 Gen2 Touch Models**

Lowrance is announcing a global shipping hold on all HDS-12 Gen2 Touch models. Some HDS-12 models may exhibit screen discoloration after several hours of continuous use. These HDS-12 models will begin to show brown spots near the bottom of the screen after a period of time. While this is a cosmetic issue and does not affect the quality of performance or integrity of the data, the affected units do not reach Lowrance's exacting quality standards.

At this time, we recommend that dealers and distributors hold future shipments until Navico can identify a range of serial numbers impacted by this issue. For those dealers who have orders that must absolutely ship, we recommend a power-up and burn-in test of at least three hours to see if discoloration is evident on the screen. If the problem is not evident after this test, dealers can ship as an exception. If a customer experiences the problem identified with an HDS-12 Gen2 Touch display, they can return the HDS under full warranty and expect a replacement shipment when the solution is identified.

### **Part numbers affected by this shipping hold are:**

<b>Part Number</b>	<b>Description</b>
000-10777-001	HDS-12 Gen2 Touch Insight 50/200
000-10776-001	HDS-12 Gen2 Touch Insight 83/200
000-10775-001	HDS-12 Gen2 Touch Insight No XDCR
000-10774-002	HDS-12 Gen2 Touch ROW & blank SD
000-10774-003	HDS-12 Gen2 Touch ROW CMAP AMER
000-10774-004	HDS-12 Gen2 Touch ROW CMAP ROW
000-10774-001	HDS-12 Gen2 Touch ROW No XDCR
000-10773-001	HDS-12M Gen 2 Touch ROW
000-10773-002	HDS-12M Gen2 Touch ROW & blank SD
000-10773-003	HDS-12M Gen2 Touch ROW CMAP AMER
000-10773-004	HDS-12M Gen2 Touch ROW CMAP ROW
000-11281-001	HDS-12 Gen2 Touch Insight 83/200 + LSS

All current orders of these products will be placed on hold until the issue has been corrected. We will provide an update when we have additional information regarding scope and severity of the problem.

**For More Information:**

U.S. Based Resellers Technical and Order Support: (800) 324-4737

Canada Based Resellers Technical Support: (855) 361-1564

You may also send any inquiries via email to the addresses listed below, according to your sales-group classification:

- OEM/Boatbuilder – [oem-bb@navico.com](mailto:oem-bb@navico.com)
- International/Latin America – [international@navico.com](mailto:international@navico.com)
- National Retail – [retail@navico.com](mailto:retail@navico.com)
- Dealers/Distributors – [orders@navico.com](mailto:orders@navico.com)