

New Viking Parts Fulfillment Process

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FSB-0523-Parts

JVCKENWOOD USA Corporation (JKUSA) recently announced a change to its parts fulfillment structure from an internal operation to an external source that went into effective April 1, 2023. The operation, management and inventory for parts will now be managed by United Radio Service (warranty service partner) and will move from the JVCKENWOOD facility in Long Beach to United Radio's new facility in Salt Lake City; all facets of JKUSA's parts business will be managed by United Radio.

The announced change in parts fulfillment will impact parts purchases for all spare and replacement parts for Viking mobile models: VM5000/VM6000/VM7000 and Viking portable models: VP5000/VP6000/VP8000 series radios. ATLAS parts and repair service will continue to be available through EFJohnson Technologies, Inc. (EFJohnson).

EFJohnson dealers that were JKUSA parts account holders will be offered parts accounts with United Radio. Existing account holders should contact United Radio at urparts@unitedradio.com for instructions on how to setup your account with United Radio. EFJohnson dealers that do not have an existing JKUSA parts account may also submit a request to United Radio to establish a parts account, however, please note during your request that you were not previously established with JKUSA.

United Radio will open their order website/portal on **Tuesday, May 30th**; customers who have established accounts with United Radio will be able to order parts online at unitedradioparts.com.

For questions regarding this Field Service Bulletin, please contact the KENWOOD Viking team at 1.800.328.3911, option 3.

We expect heavy order volume for the first days/weeks since parts availability was paused during this change in operations; orders will be processed/shipped on a first come, first served basis. United Radio will post a notice on their website as well as reach out to customers with established accounts via e-mail.

Thank you for your patience during this transfer period and while the processes to fulfill parts orders was being established. Further questions on handling of warranty or parts service availability may be directed to EFJohnson at warrantymaintenance@efji.com or to the Viking technical support team at techsupport@efji.com for specific product technical support.

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