

Dear DJI User:

1、 As for the issues of pricing, ordering, shipping or dealers, you can reach our pre-sales service via <http://www.dji.com/support> ;

2、 As for Repair Progress Inquiry , please check via <https://repair.dji.com/en/support/RepairTrace> .

Thanks for your understanding and cooperation.

【Tips】 Make sure that the screen of your mobile device is unlocked, otherwise the chat may be cut off. If the chat ended, kindly click "Continue" for further assist.

09:36:24

Welcome to DJI support! How may I help you?

Hey, good morning

Had a P4 in for repair... tracking number 160720TWF-6147

Good morning, Jason! How may I help you?

Okay let me check

can you tell me what was done to it?

09:37:44

Okay. Let me check

the last tech support rep, took a specific list of items / concerns and said they would be added to the file - 8 in total. Can you confirm that these items were reviewed?

09:38:52

Sure. Can you also give me your RMA# please

0711201647613319326

Thanks

NP

09:40:06

Okay your drone has been sent



Robby Send a screenshot to you

[view enlarged picture](#)

Thanks. Received confirmation as such yesterday...

You're welcome!

09:41:08

I was more so concerned with what had been repaired

Oh sure let me check that too

09:42:46

originally i was told it was fine... I expressed my skepticism. I was told that it'll be looked at again, specifically addressing the items that I had referenced.

Robby Send a screenshot to you 
[view enlarged picture](#)

There you go

Do you have a copy of the items I had referenced?

Thank you for that update.

Do you mean what you sent for repair?

Hey no worries, Jason!

09:44:36

Yes, that and the tech support rep asked what my concerns were... I provided a list of items (over online chat). He said they'd be added to the file and the P4 would be further investigated

In all honesty, I'm questioning because I'm still a bit skeptical that those concerns were documented and reviewed...

Okay. What list is this?

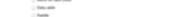
09:45:44

This is what we received in the repair center

Robby Send a screenshot to you 
[view enlarged picture](#)

So, assuming you don't have a list or access to a list... That was supposed to be reviewed / addressed?

What does that last attachment mean?

Robby Send a screenshot to you 
[view enlarged picture](#)

09:46:55

what was received or replaced?

This was received



Robby Send a screenshot to you 
[view enlarged picture](#)



Robby Send a screenshot to you 
[view enlarged picture](#)

09:48:34

So there was no repair to any physical component? what was done to fix the hardware bug?

Okay. Please wait. Thanks

the camera / gimbal were both non-functioning when I sent it in... I sent a vimeo link with a video showing the extent of 'damage'

Yes correct sir

09:49:46

The camera didn't need repairing

It was tested before sending it out



Robby Send a screenshot to you

[view enlarged picture](#)

09:52:08

Do you have a record of the previously mentioned list?

(1) gimbal function and responsiveness while yawing (2) gimbal function and responsiveness to up-down (camera pitch) movements,

(3) camera function to record photo, (4) camera function to record video, (5) camera sensor cleanliness, (6) crack and/or stress cracks on the shell, (7) ability to consistently connect and identify the right device through the go app and (8) whatever else is considered standard review protocol

What list? The one repair center provided?

09:53:18

Ok, i will tell my colleague to test your drone again, is that ok?

Do you have any special requests? i will record it now.

That was provided from the last tech support rep

Oh okay. Well this might just be a hardware issue. Cause they are all tested before it goes back my list was provided in response to that...

Again, I apologize for the skepticism...

Okay. :Let me check the chat history

hitting the ground at +/- 50mph has me concerned

09:54:53

obviously with the physical components of the P4 itself

but also to have a better understanding of what happened

Yes. Well maybe repair center meant that there's no issue to the camera itself

09:56:18

I appreciate the confirmation that it has been reviewed / tested and meets your quality standards for release...

Can you tell me what the hardware bug was? and what was done to fix it?

09:57:27

Oh. Let me check if there's any more details to that

10:00:24

Okay. All details available to me is "Hardware Bug"

10:01:36

Is there a contact of someone I could be directed to for further clarification?

Robby Send a screenshot to you



[view enlarged picture](#)

Robby Send a screenshot to you



[view enlarged picture](#)

You can try calling our US support

10:03:23

Doesn't sound very promising...

in hypothetical terms... a p4 could have fallen from 300' in the sky at 50mph and hit someone. The outcome 'hardware bug'.

10:04:27

Yes sorry about that.

But it was tested. And once you receive it you'll be able to test it and let us know if there's still any problem is there no specific individual, i.e. manager of _____, that I can address these concerns with?

10:06:10

Okay let me check

10:08:40

To talk to a manager you're going to have to call our phone support

That's fine. Is there someone specific though that I can speak with? A person with a name and title?

10:10:15

It depends who's available. They'll transfer you to them anyway

`Okay, I'll give that a try.

10:11:24

Is dji care something that I would still be eligible for?

Okay.

Yes!

After repair

10:15:56

after repair?

can it be done now, once it's been received?

Once you receive the drone.

10:17:10

Then email djicare@dji.com and they'll give you instructions on how to go about your DJI Care subscription

10:21:47

thanks again for your time.

Hey no worries!