

## **RescueNet® Road Safety TECHNICAL BULLETIN**

### **Vehicle Crash Data Retrieval Procedures**

**If you are going to have ZOLL perform the data retrieval, please follow the procedures below:**

1. If at all possible, unplug the RescueNet® Road Safety power harness (P16) at the RS-3001 On-Board Computer immediately after the crash.

**DO NOT** ATTEMPT TO DOWNLOAD OR COMMUNICATE WITH THE RS-3001 AND **DO NOT** ATTEMPT TO CRANK OR START THE VEHICLE.

Repeated download attempts, communication attempts and/or power failures can result in loss of data. Even cranking the vehicle can put the data in jeopardy. Every time the starter is engaged, vehicle battery power will drop below 10.5 volts, putting the RS-3001 On-Board Computer in power fail mode. On diesel powered vehicles, turning on the ignition switch activates the glow plugs which draw high current. This can also put the RS-3001 into power fail mode.

2. Carefully disconnect all of the remaining RS-3001 harnesses and/or cables and remove the RS-3001 from the vehicle and call ZOLL Road Safety at 1-805-498-9444 to receive an RMA (Return Merchandise Authorization) number.
3. Carefully box and package the RS-3001 for shipment via UPS or FEDEX (or other shipping service that has tracking capability) to the ZOLL Road Safety office address below:

ZOLL - Road Safety Products  
3251 Grande Vista Drive  
Thousand Oaks, CA 91320 USA

Please make sure the RMA Number is clearly written on the outside of the box. It is recommended that you insure the shipment for the product value through your chosen shipping service. When the package arrives at ZOLL Road Safety and has been inspected by an engineer, you will be contacted with further information on the data retrieval.

**If you choose to download the data yourself please follow the procedures below:**

1. ATTEMPT TO DOWNLOAD THE RS-3001 IN THE USUAL MANNER  
**ONE (1) TIME ONLY.**

**DO NOT** CRANK OR START THE VEHICLE. IF THE VEHICLE BATTERY IS DISCONNECTED FROM THE VEHICLE, **DO NOT** ATTEMPT TO RECONNECT IT.

2. If the download fails for any reason, note any error messages and unplug the RescueNet® Road Safety power harness (P16) at the RS-3001 On-Board Computer.

**DO NOT** MAKE FURTHER ATTEMPTS TO EXTRACT THE DATA.  
**DO NOT** TRY TO PROGRAM OR RESET THE RS-3001.

3. Carefully remove the RS-3001 from the vehicle and call ZOLL Road Safety at 1-805-498-9444 to receive an RMA (Return Merchandise Authorization) number.
4. Carefully box and package the RS-3001 for shipment via UPS or FEDEX (or other shipping service that has tracking capability) to the ZOLL office address below:

ZOLL - Road Safety Products  
3251 Grande Vista Drive  
Thousand Oaks, CA 91320 USA

Please make sure the RMA Number is clearly written on the outside of the box. It is recommended that you insure the shipment for the product value through your chosen shipping service. When the package arrives at ZOLL Road Safety and has been inspected by an engineer, you will be contacted with further information on the data retrieval.

ZOLL offers data extraction and data interpretation services free of charge to all customers covered under the extended warranty program. If you are not part of the RS-3000 Extended Warranty program, there will be a “per case” fee for our data extraction and interpretation services. For more information on joining the RS-3000 Extended Warranty program which includes 24/7/365 tech support, please call ZOLL Road Safety at 805-498-9444.