

ESN Unlocking Procedure for AVN6610 / AVN5510

*ATTN: All AVN units do not have an **Electronic serial number**, will need to physically pull out unit to get serial number and make sure unit is registered*

Please have the following information before calling the Service Department at (1-888-557-8278):

- Dealer account number {Applies to Eclipse Dealers ONLY}
 - Customer First and Last name.
 - Model Number.
 - Serial Number
 - 6 digit Security Code.
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- After it says “**CALL 800**” on screen
 - Press and hold **MAP** and **AV** buttons at the same time
 - While holding **MAP** and **AV** buttons, Press the **MENU** button 5 times continuously
 - Screen will show up with 6 digit security code
 - Enter Unlock Code by using touch screen
 - After entering the unlock code press **ENTER** on screen