

DJI Customer Usage Questionnaire V1.2

Full Name:

Phone Number:

E-mail:

Country:

State, Province, or Territory:

Date DJI Aircraft was purchased:

If purchased from DJI, enter your 12 digit order number (0011000XXXXX). If purchased from a dealer, please enter the dealer's name and location:

Who did you purchase this aircraft from?

DJI (www.dji.com)

Dealer or Retail location

Please list all DJI products involved in this incident:

Please list the latest firmware loaded to the main controller and the last date you checked for updates:

Enter the date this incident occurred:

Did this incident occur during your first flight? If not, please estimate how many flights you have had prior to this incident:

Please describe the environment you were flying over and provide an address if applicable:

Please describe the pre-flight procedures executed before take-off:

Please describe the LED sequence before taking off:

Please estimate the altitude the aircraft was at and distance it was from you when the abnormal behavior started:

When did the aircraft start to behave abnormally?

On motor start-up (CSC)

When initially throttling up

During the flight

Please describe in detail the behavior of the aircraft before,during, and after the abnormal behavior started:

What settings or joystick motions did you use to try to regain control of the aircraft:

Moved the tx sticks around to see if the aircraft registered movements

Switched to different modes of flight using the S1 switch

Attempted to disarm the motors by CSC

Triggered Return-to-Home using the S1 switch

Triggered Return-to-home by shutting off the transmitter

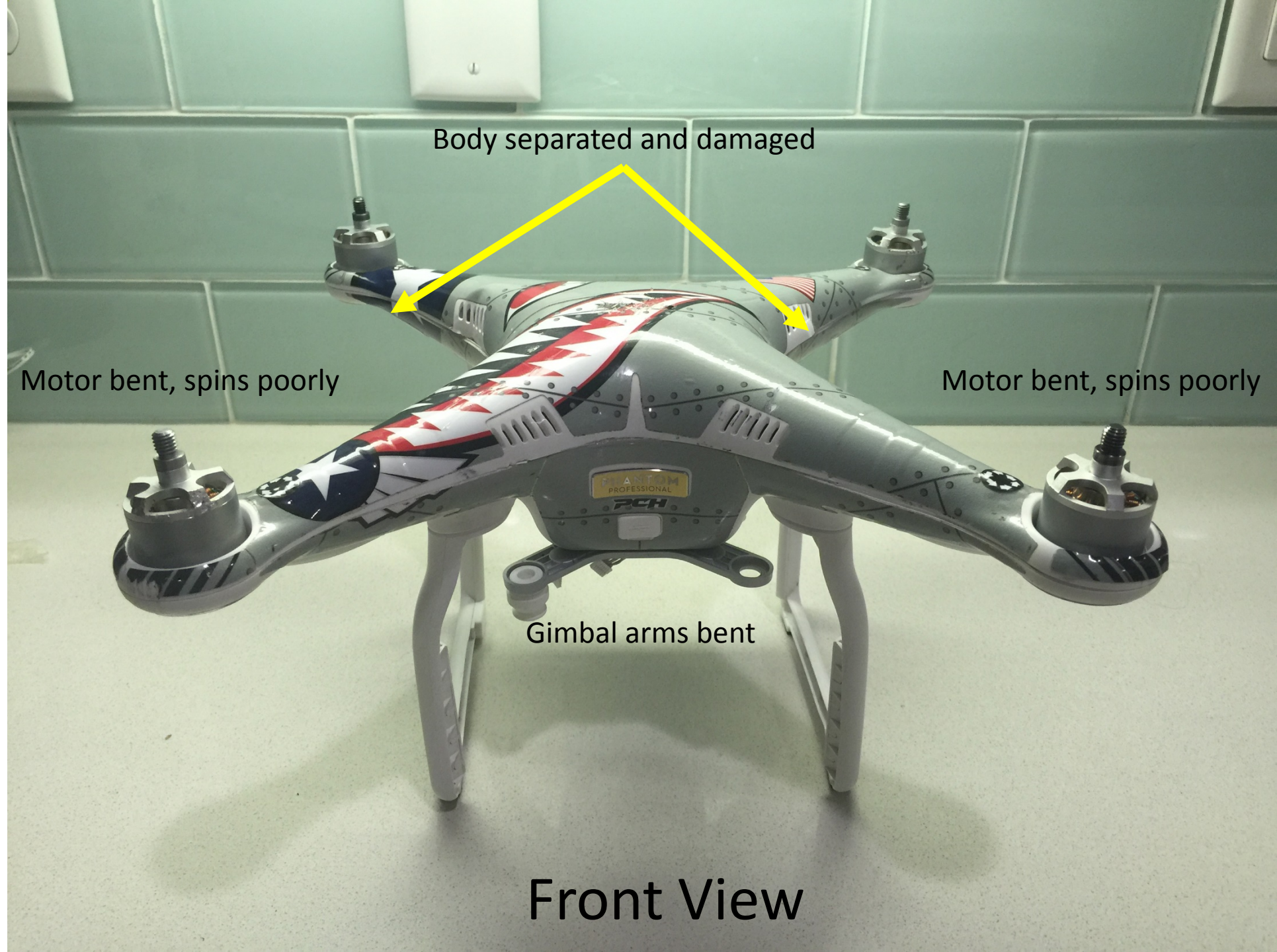
Please describe the LED sequences during the abnormal behavior:

What, if any, mobile applications were you using at the time of the incident? Did they provide you with any further information about the aircraft's behavior? (i.e. warnings or status)

What, if any, non-DJI products were you using at the time of the incident?

Please list any links to video or photo evidence of the incident:

Please list any further information that was not covered about that you feel is essential to figuring out why the aircraft behaved as it did:



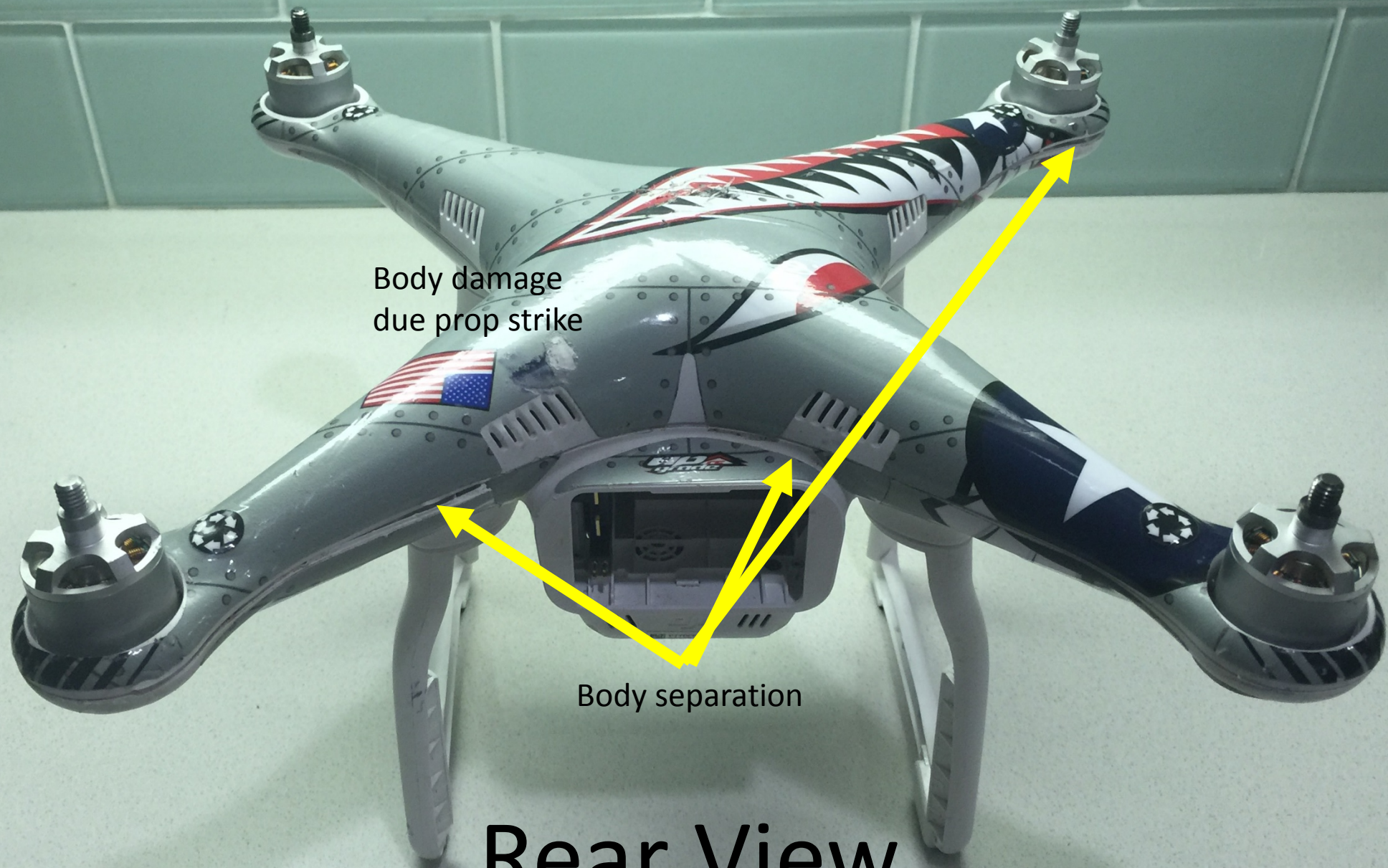
Body separated and damaged

Motor bent, spins poorly

Motor bent, spins poorly

Gimbal arms bent

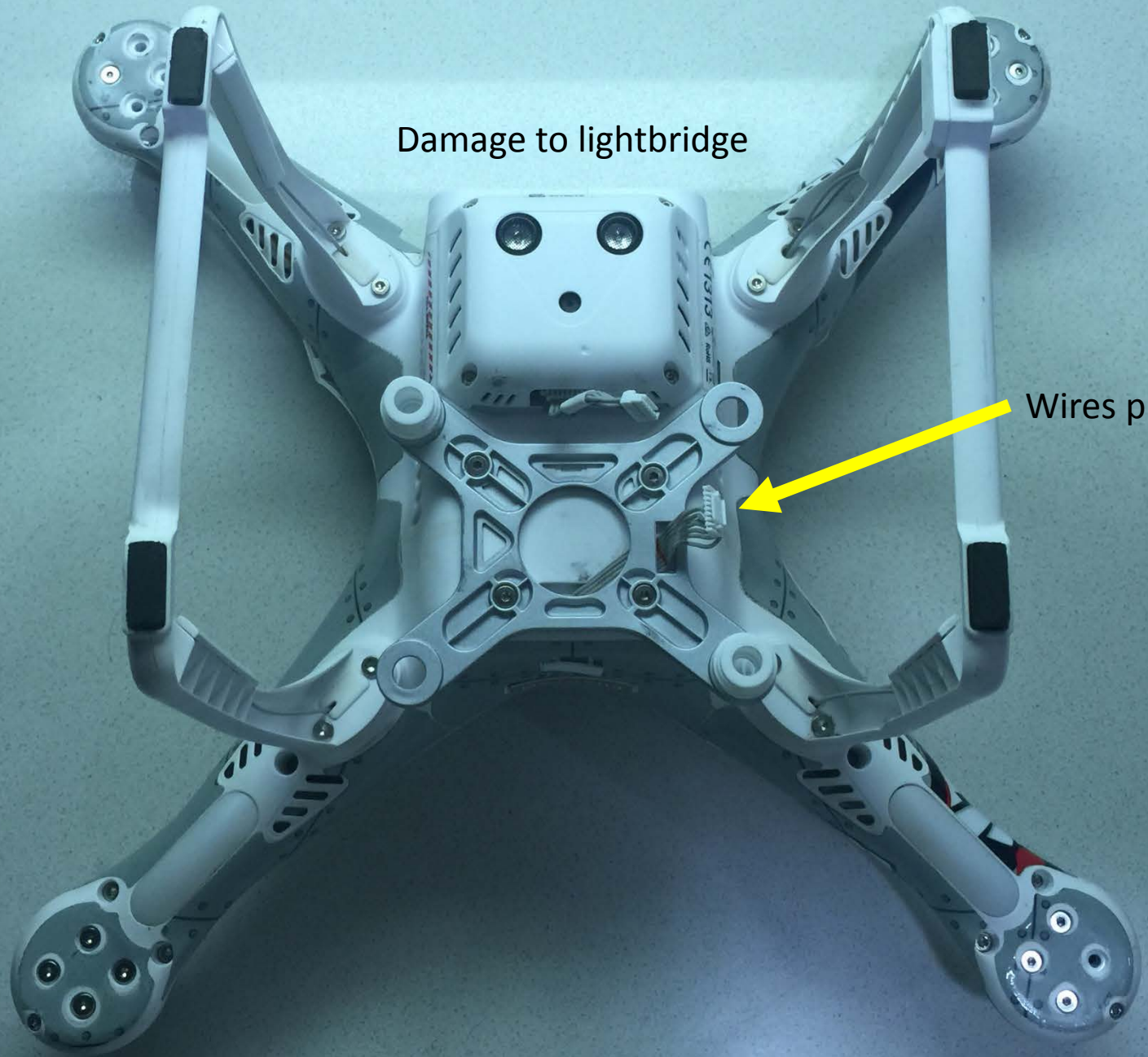
Front View



Body damage
due prop strike

Body separation

Rear View



Damage to lightbridge

Wires pulled from plug

Cracked and damaged



Broken

- Arm
- Lens
- Ribbon
- Motor

