DS in need of repair for problems that... 

HENK506 3 posts since
Aug 18, 2011
I have a red ds that needs the l and r buttons fixed the top screen fixed and the hinge replaced. nintendo says i need to pay for it but the ds is under warranty and was not dropped. please help!!!

NIGHTFIRE5 4,766 posts since
Mar 29, 2011 1. Re: DS in need of repair for problems that normaly occour from droping but was not dropped
Aug 18, 2011 3:30 PM
What type of Nintendo DS is it? A Nintendo DS, Nintendo DS Lite, Nintendo DSi, or Nintendo DSi XL?

HENK506 3 posts since
Aug 18, 2011 2. Re: DS in need of repair for problems that normaly occour from droping but was not dropped
Aug 19, 2011 4:32 PM
lite edition red i can fix the frame myself but not the screen and it was not dropped

ONE-OF-THREE 7,714 posts since
Apr 1, 2010 3. Re: DS in need of repair for problems that normaly occour from droping but was not dropped
Aug 18, 2011 3:54 PM
Sorry, but while the problems your DS has with either the screen or shoulder buttons might be covered by the warranty, in most cases any hinge issue such as it being broken is usually not covered and the person has to pay for it to be repaired, sorry.

HENK506 3 posts since
Aug 18, 2011 4. Re: DS in need of repair for problems that normaly occour from droping but was not dropped
Aug 19, 2011 6:18 PM
Nintendo will not even cover the screen. If this keeps up my buissness elsewhere
DS in need of repair for problems that...

Sep 11, 2011 5. Re: DS in need of repair for problems that normally occur from dropping but was not dropped Sep 11, 2011 12:32 PM

When are people going to stop blaming Nintendo for their DS technical issues and start taking responsibility for the way they treat their portable game consoles? I've had a couple of DS systems for more than a couple of years and never had a problem with either of them because I am very careful in how I handle them.

BEARDEDONE 1,636 posts since Apr 15, 2011 6. Re: DS in need of repair for problems that normally occur from dropping but was not dropped Sep 11, 2011 11:57 PM

Well, you're one of the lucky ones. I had two early models that had a known defect, which Nintendo later fixed on the newer models. Both of them went out on me, but were not covered under warranty because they were used and probably outside the warranty period.

My point is, things happen that are outside of our control, and Nintendo has made mistakes. If damage occurred to the system due to a manufacturers defect within the warranty period, Nintendo is obligated to pay for the repair.

BEARDEDONE 1,636 posts since Apr 15, 2011 7. Re: DS in need of repair for problems that normally occur from dropping but was not dropped Sep 12, 2011 12:06 AM

Okay, can you explain how a manufacturers defect could have possibly done the damage you described?

It certainly sounds like the top part of the device was smashed. I'm not saying that I don't believe you when you say that it wasn't dropped. However, if you cannot make a compelling argument that the damage occurred spontaneously due to a manufacturers defect, Nintendo will never believe you. Seriously, think about it. When you look at your DS, would you believe that the device was not dropped or mishandled in some way? I mean if you were an unbiased third-party observer, looking at the DS, what would you think happened to it?