

Section A - Basic Order Information (must complete for all issues):

1	Date:					
2	Dealer Name:					
3	Dealer Code:					
4	Delivery Date:					
5	VIN:					
6	RO #:					
7	Mileage:					
8	Part Number:					
9	Ordered By:					
10	ESC RA#:					
11	Service Tech Name:					
12	Service Tech Phone Number:					
13	TAC case number (if applicable):					
14	Type of problem:	Gauges	Odometer or DIC	Physical Defect/Damage	HUD - Head-up Display	Other:

Section B - Problem Description (must complete for all issues):

1	Customer complaint (give specific details):					
2	Identify diagnostic methods used:	Service Manual	Tech 2	TAC	Other:	
3	Was problem duplicated and / or verified by dealership staff?	Yes	No			
4	Is the problem constant or intermittent	Constant	Intermittent			
4a	If intermittent, describe frequency:					
5	Does the problem occur (check all that apply)	With engine off	Immediately after starting	After driving a short time	After driving a long time	Other:
6	Has the vehicle been in for service of similar condition?	Yes	No			
6a	If yes, how many times:					
6b	What fixed the problem?					
7	Any other previous electrical / electronic issues with the vehicle?	Yes	No			
7a	If yes, please describe:					
8	Does the Cluster/HUD currently work properly other than the customer complaint?	Yes	No			
8a	If no, describe what else doesn't work:					
9	Was this problem the only reason the vehicle was brought in for service?	Yes	No			
9a	If no, describe other problem:					
10	Identify any codes (by module), that are present in the vehicle. List both the history and current codes.					
11	Did you disconnect and reconnect the original cluster/HUD to eliminate the possibility of vehicle connector engagement issue?	Yes	No			

Section C – Gauge Issues (to be completed only if gauge related (ref 15-1)):

1	Identify the gauge(s) at fault (check all that applies):	Speedometer	Tachometer	Fuel gauge	Coolant Temp	Oil Pressure	Battery	Trans Temp
2	Is the gauge inoperative?	Yes	No					
2a	If yes, please describe:							
3	Is the gauge pointer stuck?	Yes	No					
3a	If yes, please describe:							
4	Is the gauge pointer movement erratic or jerky?	Yes	No					

4a	If yes, please describe:			
5	If it is either Speedometer, Tachometer, or Fuel gauge issue, did you check the ECM/PCM, connector, or fuel sender?	Yes	No	
5a	If yes, which one did you check and how			
6	Is the gauge noisy?	Yes	No	
6a	If yes, please describe:			

Section D - Odometer, PRNDL or DIC [Driver Information Center] Issues (to be completed only if DIC related (ref 15-2)):

1	Is the electronic display not lighting up?	Yes	No	
2	Is the complaint on the display too dim or too bright?	Too bright	Too dim	Other:
2a	When does the problem occur:	Daytime	Night time	Both
3	Is the odometer or DIC missing segment(s), character(s) or line(s)?	Yes	No	Other:
4	Is the information shown on the display correct or accurate?	Yes	No	
4a	If no, please describe:			
5	Is the display working according to the owner's manual?	Yes	No	
5a	If no, please describe:			

Section E - Physical Defect/Damage Issues (to be completed only if it has physical defect or damage (ref 15-3)):

1	Was there physical damage to Cluster/HUD (i.e. Lens or mounting tabs)?	Yes	No	
1a	If yes, please describe:			
2	Is the vehicle modified? Does it have any non-production or aftermarket accessories (i.e. customized cluster graphics appliqué or pointers, etc)?	Yes	No	
2a	If yes, please describe:			

Section F - HUD [Heads-up Display] Issues (to be completed only for HUD (ref 15-4)):

1	Is the HUD display not lighting up?	Yes	No	
2	Can the display intensity be brighten or dim by the HUD dimmer switch?	Yes	No	
2a	If no, please describe:			
3	Are there any HUD display segment(s) missing, character(s) or line(s)?	Yes	No	Other:
4	Is the information shown on the display correct or accurate?	Yes	No	
4a	If no, please describe:			
5	Is the display moving up or down with the HUD controls?	Yes	No	
5a	If no, please describe:			
6	Are the display characters blurry?	Yes	No	
6a	If yes, please describe:			
7	Has the windshield ever been replaced?	Yes	No	
7a	If yes, replaced with which windshield part number:			
8	Does the vehicle have an approved/specialized HUD windshield?	Yes	No	
8a	If no, please describe:			
9	Is the HUD mounted securely?	Yes	No	
9a	If no, please describe:			