

Instructions: Complete section A & B for all issues with as much detail as possible. Complete subsequent sections if applicable.

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:	CD Player	Radio reception	Sound Quality / Speakers	Display / Clock Problems	Controls / Buttons / Knobs	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 Is the problem constant or intermittent	Constant	Intermittent					
4 Was problem duplicated and / or verified?	Yes	No					
5 When does the problem occur (check all that apply)	With engine off	Immediately after starting	After driving a short time	After driving a long time			
6 Are there any aftermarket electrical devices (remote start, amplifier, speakers, navigation systems, DVD players, lights, etc.) installed on vehicle:	Yes	No					
6a If known, please give device type and brand name:							
7 Was there physical damage to the radio?	Yes	No					
8 Any previous electrical / electronic issues with the vehicle?	Yes	No					
8a If yes, describe:							
9 Was this problem the only reason the vehicle was brought in for service?	Yes	No					
9a If no, describe other problem:							

Section C – CD Player Problems (to be completed only if problem is related to the CD player (ref 14-1)):

1 Does the CD player accept / load a CD?	Yes	No	Unknown				
2 Does the CD player play the CD?	Yes	No	Unknown				
3 Does the CD player skip/jump?	Yes	No	Unknown				
4 Does the CD player eject the CD when eject button pushed?	Yes	No	Unknown				
5 Are there CDs stuck in the player now? If so how many?	No	Yes, how many:					
6 If CD ejects, describe the general condition of the CD(s).	Excellent	Good	Poor	Bad			
7 Does problem occur with one or more than one CD?	One	More	Unknown				
8 What type media was being used at time of the incident(s)	Homemade	Commercial Music	Commercial Books on CD	Unknown			
9 Was there an error message on the radio associated with the event?	Yes	No	Unknown				
9a If yes, describe error message:							
10 Did the clock reset to 12:00 after the incident?	Yes	No	Unknown				
11 Are there any unusual sounds heard when problem occurs?	Yes	No					

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11a	If yes, describe:	Grinding	Ticking	Cracking	Other:			
12	Typically, when you touch a CD after it is ejected, it is:	Cool	Warm	Hot	Very Hot	Unknown		

Section D - Radio Reception (to be completed only if problem is related to radio reception (ref 14-2)):

1	On which radio band(s) was the problem noted:	AM	FM	XM	All Bands			
2	Describe the reception	Distorted	Static	Too Loud	Too soft / weak	Fades in/out	Other:	
3	On what station or channel is the problem most noticeable							
4	Were there other electronic or electrical devices (cell phone, battery chargers, Laptops, etc) plugged in or being used at the time of the incident(s)?	Yes	No	Unknown				
4a	If yes, describe:							
5	Were all antenna connections verified to be in place and secure?	Yes	No	Unknown				

Section E - Sound Quality / Speakers (to be completed only if problem is related sound quality and/or speakers (ref 14-3)):

1	Describe the complaint:	No Audio	Distorted	High Volume Level	Low Volume Level	Intermittent		
2	On what radio mode does the complaint occur:	AM	FM	XM	CD	TAPE	ALL	
3	Which audio channels are affected:	Left Front	Right Front	Left Rear	Right Rear	ALL		

Section F - Display / Clock Problems (to be completed only if problem is related to the display or the clock (ref 14-4)):

1	Was there an error message on the radio associated with the event?	Yes	No	Unknown				
1a	If yes, describe error message:							
2	Did the clock reset to 12:00 after the incident?	Yes	No	Unknown				
3	Which part of the display was impacted by the problem?	Total display	Top Line	Bottom Line	Both Lines			
4	When the problem occurs the faceplate is:	Cool	Warm	Hot	Very Hot	Unknown		
5	When does the problem occur:	Daytime	Night time	Both				

Section G - Controls/Buttons/Knobs (to be completed only if problem is related to the buttons, knobs or controls (ref 14-5)):

1	Does the vehicle have steering wheel controls?	Yes	No	Unknown				
2	Specify which buttons or controls.							
3	What radio or steering wheel control function was being performed when the incident occurred?	Changing Source	Changing CD	Changing Volume	Changing Station	Changing Set up	Other:	