

Bluetooth Interview Form and Fujitsu Ten Audio/ Navigation Head Unit Exchange Order Changes

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When ordering exchange units from Fujitsu Ten through their on-line web site, new information will soon be requested and in some cases required.

To assist with that, a new **Bluetooth Interview Form** is available to facilitate the completion of an exchange order. The form is available on Subarunet at Service Operations & Technical >> Forms. [Click here to also access that form.](#) SOA strongly recommends that Service Advisors use this sheet to gather the required information when interviewing a customer for a Bluetooth related issue

Exchange order entry will now request a date and time when condition was last duplicated. The customer's phone carrier, phone make and model will be required when Bluetooth or Connectivity failure sections are selected. While the IOS or OS Version on the phone is not required, it should be obtained when possible from the customer whenever they present with a Bluetooth connectivity complaint.

These updates are now in effect. Please be sure to obtain this information from the customer whenever complaints of an audio or navigation concern are presented.

Questions about this can be directed to the Claims Helpline at 1-866-782-2782.

[Back to List](#)



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Bluetooth Interview Form

Customer Name: _____

VIN #: _____

Customer Phone/Device Information: Manufacturer _____

Model _____

Carrier _____

Firmware/Software Version _____

Retailer Name: _____

Retailer Code: _____

Date of Interview: _____

Interviewer: _____

Date/Time The Issue Last Occurred: _____

Was The Retailer Able To Duplicate Concern (check one) : Yes No

Device Recently Updated? (check one) : Yes No

Detailed Description & Background of Concern

- Will not pair
- Cannot hear incoming call audio
- Voice cannot be heard on other end of line
- Sound is distorted during calls
- Address book will not transfer
- Audio stream (Music) will not play
- Audio stream plays but cannot be heard
- Audio stream will play but has static

Other

[Print Form](#)