

## Out of Warranty/New Replacement Navigation System Component Repair Form

**Your assistance in filling out this form will help us to diagnose the problem, and allow us to build a better product.**

**Service Advisor:** Complete the following items.

Your Initials: \_\_\_\_\_

|               |                   |                     |                   |             |                                               |
|---------------|-------------------|---------------------|-------------------|-------------|-----------------------------------------------|
| Dealer Number | Date Vehicle Sold | Repair Order Number | Repair Order Date | Mileage     | Vehicle Identification Number (print clearly) |
| <div></div>   | <div></div>       | <div></div>         | <div></div>       | <div></div> | <div></div>                                   |

**Customer Complaint**

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Could customer demonstrate the problem? ☐ yes ☐ no    Is it a repeat complaint for the same problem? ☐ yes ☐ no    Duplicate in a different vehicle? ☐ yes ☐ no

Where is the problem? (Mark all that apply): ☐ Navigation   ☐ Display   ☐ Other

How long after purchase did the problem begin? \_\_\_\_\_ days/months/years (Circle one.)

**Conditions**

**When:** ☐ Always      ☐ Sometimes      ☐ After using for \_\_\_\_\_ minutes or \_\_\_\_\_ hour(s)

**Where:** ☐ Anywhere      ☐ Country      ☐ City      ☐ Other location (List in Comments.)

**Weather:** ☐ All weather      ☐ Dry      ☐ Humid      ☐ Raining      Outside temperature: \_\_\_\_\_°F

**Engine:** ☐ Running      ☐ Off      ☐ Both      ☐ Other conditions (List in Comments.)

**Driving:** ☐ Stopped      ☐ Moving      ☐ Both      ☐ Occurs at beginning of trip

**Locations:** ☐ Open areas      ☐ Tall buildings

**Routing Guidance Issue:**

What is the problem? \_\_\_\_\_

  

Start Address \_\_\_\_\_

  
  

End Address \_\_\_\_\_

**Technician:** Mark all that apply. Could you duplicate the problem? Yes ☐ No ☐ Your Initials: \_\_\_\_\_

| Navigation Controller                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Display                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Other Accessories                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Symptoms</b><br><input type="checkbox"/> No power/dead<br><input type="checkbox"/> System locks up (Explain.)<br><input type="checkbox"/> System reboots intermittently (Explain.)<br><input type="checkbox"/> Doesn't hold memory (What is lost? Explain in "Comments".)<br><input type="checkbox"/> Won't accept code/security code inop.<br><input type="checkbox"/> GPS receiving problem (no satellite signal)<br><div style="padding-left: 20px;"><input type="checkbox"/> If yes, window tint? LoJack?</div> <input type="checkbox"/> System keeps showing GPS initialization screen<br><input type="checkbox"/> Map won't scroll (Explain when this happens.)<br><input type="checkbox"/> Vehicle icon often jumping to side roads<br><input type="checkbox"/> Icon keeps rotating by itself<br><input type="checkbox"/> Vehicle does not respond to turns. Yaw sensor?<br><input type="checkbox"/> Vehicle icon lurches. Speed input missing?<br><input type="checkbox"/> Message reads "Disc error unformatted"<br><input type="checkbox"/> Message reads "No DVD disc installed"<br><input type="checkbox"/> Message reads "Database is old, see dealer"<br><input type="checkbox"/> Screen reads other error (Explain.)<br><input type="checkbox"/> Won't read disc (Explain.)<br><input type="checkbox"/> DVD stuck in unit (Can't remove.)<br><input type="checkbox"/> Navi voice not working<br><input type="checkbox"/> Voice recognition not working<br><input type="checkbox"/> Breadcrumbs incorrectly displayed | <b>Symptoms</b><br><input type="checkbox"/> No power/dead<br><input type="checkbox"/> Screen lights up, but no picture<br><input type="checkbox"/> Lines in screen: horizontal/vertical; colors?<br><input type="checkbox"/> Screen is fuzzy/blurred/unreadable<br><input type="checkbox"/> Display image weak or dim<br><input type="checkbox"/> Screen goes white<br><input type="checkbox"/> Problem with colors (Explain.)<br><input type="checkbox"/> Touch screen sensitivity<br><div style="padding-left: 20px;"><input type="checkbox"/> Touch triggers a different area to respond</div> <div style="padding-left: 20px;"><input type="checkbox"/> All or partial touch inop (Explain below.)</div> <input type="checkbox"/> Anti-glare coating/scratched screen<br><input type="checkbox"/> Joystick not responsive, loose, missing<br><input type="checkbox"/> Damaged knob/button<br><input type="checkbox"/> Other button problems (Describe.) | Other accessories (enter "H" if Honda, "X" if not)<br><div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Cassette player<br/> <input type="checkbox"/> CD Changer<br/> <input type="checkbox"/> Security system<br/> <input type="checkbox"/> LoJack<br/> <input type="checkbox"/> Radar detector             </div> <div> <input type="checkbox"/> CD player<br/> <input type="checkbox"/> Window tinting<br/> <input type="checkbox"/> OnStar<br/> <input type="checkbox"/> Rear camera<br/> <input type="checkbox"/> Other (Explain.)             </div> </div> |
| <b>Other</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Symptoms</b><br><input type="checkbox"/> Trip computer accuracy<br><input type="checkbox"/> Trip computer loses history<br><input type="checkbox"/> A/C or climate control function inop. (Explain.)<br><input type="checkbox"/> Audio control problem (Explain.)<br><input type="checkbox"/> HDD formatting problem<br><input type="checkbox"/> Other HDD Navi problems (Explain.)<br><input type="checkbox"/> Water damage<br><input type="checkbox"/> Scratched/dirty DVD<br><input type="checkbox"/> Signs of tampering                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Result of vehicle diagnostic</b><br><div style="display: flex; justify-content: space-between;"> <div>Software Ver: _____</div> <div>Database: _____</div> </div> <b>Digital Pictures included?</b><br><b>Called Tech Line? Reference #</b> _____<br>Result of check by service manual.<br>Explain below:<br><div style="display: flex; justify-content: space-between;"> <div>( _____ )</div> <div>( _____ )</div> </div> Result of Diagnosis<br>Navi System link screen<br><div style="display: flex; justify-content: space-between;"> <div>( _____ )</div> <div>( _____ )</div> </div> Navi ECU<br><div style="display: flex; justify-content: space-between;"> <div>( _____ )</div> <div>( _____ )</div> </div> Display<br><div style="display: flex; justify-content: space-between;"> <div>( _____ )</div> <div>( _____ )</div> </div> Additional part replacement<br><div style="display: flex; justify-content: space-between;"> <div>( _____ )</div> <div>( _____ )</div> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

# Out of Warranty/New Replacement Navigation System Component Repair Form

Comments (List "Other" Symptoms and Conditions here.)

**Parts Manager:** If sending for repair complete the information, and follow the instructions below.

Payment Options (for out-of-warranty repairs; see S/B 06-001 for supplier information)

☐ Check number

Must enclose check with unit when sending to supplier for repair.

☐ Credit card\*

☐ M/C

☐ VISA

Signature is required to authorize charge to cardholder.

Name (Print)

Signature

Phone

Exp date:

Authorized charge amount

\$

\* Suppliers accept MasterCard and Visa. If paying by credit card, all information requested above must be completed.

|                       |                         |               |                              |               |
|-----------------------|-------------------------|---------------|------------------------------|---------------|
| Warranty Claim Number | Faulty Unit Part Number | Serial Number | Replacement Unit Part Number | Serial Number |
|-----------------------|-------------------------|---------------|------------------------------|---------------|

- Make two copies of this completed form. Attach the original (Dealer Copy) to the hard copy of the repair order.
- New Replacement:** Pack one copy of this completed form and a copy of the warranty claim in the box with the faulty unit.
- Out of Warranty:** Pack one copy of this completed form in the box with the faulty unit **when sending to the supplier for repair.**