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)

Customer Complaint

_____

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

Symptoms

- ☐ No power/dead
- ☐ System locks up (Explain.)
- ☐ System reboots intermittently (Explain.)
- ☐ Doesn't hold memory (What is lost? Explain in "Comments".)
- ☐ Won't accept code/security code inop.
- ☐ GPS receiving problem (no satellite signal)
  - ☐ If yes, window tint? LoJack?
- ☐ System keeps showing GPS initialization screen
- ☐ Map won't scroll (Explain when this happens.)
- ☐ Vehicle icon often jumping to side roads
- ☐ Icon keeps rotating by itself
- ☐ Vehicle does not respond to turns. Yaw sensor?
- ☐ Vehicle icon lurches. Speed input missing?
- ☐ Message reads "Disc error unformatted"
- ☐ Message reads "No DVD disc installed"
- ☐ Message reads "Database is old, see dealer"
- ☐ Screen reads other error (Explain.)
- ☐ Won't read disc (Explain.)
- ☐ DVD stuck in unit (Can't remove.)
- ☐ Navi voice not working
- ☐ Voice recognition not working
- ☐ Breadcrumbs incorrectly displayed

Display

Symptoms

- ☐ No power/dead
- ☐ Screen lights up, but no picture
- ☐ Lines in screen: horizontal/vertical; colors?
- ☐ Screen is fuzzy/blurred/unreadable
- ☐ Display image weak or dim
- ☐ Screen goes white
- ☐ Problem with colors (Explain.)
- ☐ Touch screen sensitivity
  - ☐ Touch triggers a different area to respond
  - ☐ All or partial touch inop (Explain below.)
- ☐ Anti-glare coating/scratched screen
- ☐ Joystick not responsive, loose, missing
- ☐ Damaged knob/button
- ☐ Other button problems (Describe.)

Other

Symptoms

- ☐ Trip computer accuracy
- ☐ Trip computer loses history
- ☐ A/C or climate control function inop. (Explain.)
- ☐ Audio control problem (Explain.)
- ☐ HDD formatting problem
- ☐ Other HDD Navi problems (Explain.)
- ☐ Water damage
- ☐ Scratched/dirty DVD
- ☐ Signs of tampering

Other Accessories

Other accessories (enter "H" if Honda, "X" if not)

___ Cassette player	___ CD player
___ CD Changer	___ Window tinting
___ Security system	___ OnStar
___ LoJack	___ Rear camera
___ Radar detector	___ Other (Explain.)

Result of vehicle diagnostic

Software Ver: _____ **Database:** _____

Digital Pictures included?

Called Tech Line? Reference # _____

Result of check by service manual.

Explain below:

( )

( )

Result of Diagnosis

Navi System link screen

( )

Navi ECU

( )

Display

( )

Additional part replacement

( )

( )

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☐ Manufacturer Copy ☐ Dealer Copy

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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*** __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ Exp date: _____
☐ **M/C**
☐ **VISA**

Signature is required to authorize charge to cardholder.

Name (Print) _____

Signature _____

Phone _____

Authorized charge amount

$ _____

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

Warranty Claim Number / OAR Ref	Faulty Unit Part Number	Serial Number	Replacement Unit Part 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.**

☐ Manufacturer Copy ☐ Dealer Copy