

# Audio/Navigation/Bluetooth/Telematics Symptom Survey

CUSTOMER NAME	MODEL & YEAR	MILEAGE
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## Sound System

- Low Output
- Pop/Static Noise
- Distortion Poor
- Frequency Cell
- Phone Noise

## Speaker

- Front Right
- Front Left
- Rear Right
- Rear Left
- Subwoofer
- Headphones

## General Symptom

- No Power (inoperable)
- No Illumination
- No Clock
- Button Appearance
- Rebooting / Freezing
- Other \_\_\_\_\_

## Navigation

- Map not displayed
- Incorrect directions
- Address not found
- Current location incorrect
- Unable to complete map update
- Other \_\_\_\_\_

## Bluetooth / Voice Recognition

- Unable to pair phone
- Phone book not recognized
- Calls incorrect contact
- Unable to hear other party
- Other party unable to hear me
- Cell phone noise heard in vehicle
- Cell phone noise reported by other party
- Voice commands not recognized
- Other \_\_\_\_\_

## Satellite

- CK Antenna message
- No Signal message
- Loading message
- CH Unavailable message
- Unable to change station
- Other \_\_\_\_\_

## CD

- Won't Eject / Disc Stuck
- Won't load
- Load / No Play
- Sound Skips
- Unable to change track Mechanical
- Noise
- Damages Disc
- Other \_\_\_\_\_

## USB / AUX

- Unable to detect
- Plays slow / fast
- Other \_\_\_\_\_

## Nissan Connect / Infiniti Intouch

- I enrolled online (Must be enrolled)
- Unable to enroll
- SOS light not illuminated
- Unable to connect from vehicle
- Unable to connect from phone app
- Other \_\_\_\_\_

## AM / FM

- Poor Reception  
(Radio Station(s) \_\_\_\_\_)
- Seek / Scan / Tuning Issue
- No Preset Memory
- Other \_\_\_\_\_

## Mobile Entertainment

- DVD screen inop  Driver  Passenger
- unable to load DVD  Driver  Passenger
- Remote control inop  Driver  Passenger
- Other \_\_\_\_\_

What type of CD do you use?

- Audio CD-R
- CD-RW
- With label  Without label
- Store bought

## Symptom Occurs

- Continuous  Intermittent  How often? \_\_\_\_\_

## When (Check all that apply)

- Engine running  Engine off
- Smooth road  Rough road
- Over Bumps  Lane changes

## Where (Check all that apply)

- City / Metro  Rural
- Hill / MountainIn  Basin / Valley
- building / tunnel

## Conditions (Check all that apply)

- Hot Outside \_\_\_\_\_°F  Cold Outside \_\_\_\_\_°F
- Rainy / Humid
- Morning  Day  Night

When did the concern begin?

- Ever since the vehicle was new  Problem just started

Other \_\_\_\_\_

What repairs were completed recently? \_\_\_\_\_