

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? _____