

Customer Concern Verification Sheet — Electrical / Accessory

Electrical System, Component or Accessory — Check All That Apply				
Antenna: Backglass ___ Fixed Mast ___ Front Windshield ___ Multi-Band (Roof) ___ Passenger Side Rear Window ___		Auxiliary (AUX) USB Port ___	Bluetooth® ___	CD Player ___
Clock ___	DVD Player ___	Heads Up Display (HUD) ___	Hard Disc Drive (HDD), (Used to Store Music) ___	Heating, Ventilation and Air Conditioning (HVAC) ___ Rear HVAC ___
Inside Mirror ___	Instrument Panel ___	iPhone® ___	iPod® ___	Keyless Entry System ___
Keyless Entry System Key Fobs: One ___ Both ___		Navigation System ___ Navigation Map Disc ___	OnStar® ___	Personal Audio Link (PAL) ___
Radio ___	XM Radio® ___	Rear Seat Entertainment (RSE) System: Audio ___ AUX Devices ___ AUX Input Jacks ___ Video ___ Video Screen(s) ___ Other ___		
Rear Seat Entertainment (RSE) System Remote Controls: One ___ Both ___		Speakers ___	Warning Chimes ___	Wired Headphones ___ Wired Headphone Jacks ___
Wireless Headphones ___	Universal Serial Bus (USB) ___	Other (Describe) _____ Other (Describe) _____		
Instrument Illumination — Check All That Apply				
HVAC System: Front ___ Rear ___	Inside Mirror ___	Instrument Panel ___	Radio ___	Rear Seat Entertainment System ___
Symptoms — Check All That Apply				
Antenna: Damaged ___ Missing ___	AUX Input Jacks Unresponsive ___	Auxiliary (AUX) USB Port: Unresponsive ___	Bluetooth®: Improper Function ___ Unresponsive ___ Voice Recognition Unresponsive ___	
CD Player: CD Will Not Eject ___ CD Will Not Insert ___ Improper Function ___ Unresponsive ___		Integral Multi Disc CD Changer: CD Will Not Eject ___ CD Will Not Insert ___ Improper Function ___ Unresponsive ___ Other ___		
DVD Controls: DVD Will Not Eject ___ DVD Will Not Insert ___ Improper Function ___ Unresponsive ___			DVD Displays Error Messages On the Rear Seat Entertainment Video Screen ___	
Hard Disc Drive (HDD), (Used to Store Music): Improper Function ___ Unresponsive ___	Heads Up Display: Improper Display ___ Inaccurate Display ___ Unresponsive ___		HVAC Controls: Improper Function ___ Unresponsive ___ Voice Commands Unresponsive ___	
Rear HVAC Controls: Improper Function ___ Unresponsive ___	Instrument Panel Controls: Improper Function ___ Unresponsive ___ Other ___		iPod®: Improper Function ___ Unresponsive ___	iPhone®: Improper Function ___ Unresponsive ___
Keyless Entry: Improper Function ___ Unresponsive ___ Insufficient Range ___ One or More Fobs Do Not Function ___ Other ___				MP3: Improper Function ___ Unresponsive ___
Navigation System: Controls Improper Function ___ Controls Unresponsive ___ Inaccurate or Missing Information ___ Map Disc Will Not Eject ___ Map Disc Will Not Insert ___ No Display ___ Voice Commands Unresponsive ___ Other ___				

Customer Concern Verification Sheet — Electrical / Accessory (cont'd)

Electrical System, Component or Accessory — Check All That Apply		
OnStar®: Dropped Calls _____ Improper Function _____ Mirror Controls Broken _____ Mirror Controls Unresponsive _____ OnStar® Mirror Light Does Not Transition From Red to Green _____ Poor Reception _____ Turn by Turn Will Not Connect _____ Unresponsive _____ Voice Commands Unresponsive _____ Other _____		
Personal Audio Link (PAL): Improper Function _____ Unresponsive _____	Radio Controls: Unresponsive _____ Improper Function _____ Voice Commands Unresponsive _____	Radio Data System (RDS): FM Station Name or Call Letters Do Not Display _____ Inaccurate Information _____ Unresponsive _____ Radio Displays Error Messages _____
Radio Noise: High Tension Wire Interference _____ Radio / TV Transmission Tower Interference _____ Identify the Band Being Used When it Occurs: AM _____ FM _____ XM Radio® _____		Radio Reception Quality: Poor _____ Fades In and Out _____ Identify the Band Being Used When it Occurs: AM _____ FM _____ XM Radio® _____
Radio Speaker Static: Continuous _____ Only in Certain Areas _____ Identify the Source Being Used When it Occurs: AM _____ FM _____ XM Radio® _____ CD _____ DVD _____ AUX _____ USB _____ MP3 _____ iPod® _____ Bluetooth® / OnStar® Call _____ Rear Seat Entertainment _____ Rear Seat Audio _____		
Speakers: No Sound _____ Poor Sound _____ All Speakers _____ Left Front _____ Right Front _____ Left Rear _____ Right Rear _____		
Rear Seat Audio (RSA): Improper Function _____ Unresponsive _____	Rear Seat Entertainment (RSE) AUX Input Device: Unresponsive to Video Game Console _____ Unresponsive to Camera _____ Unresponsive to Other Device _____	Rear Seat Entertainment Controls: Improper Function _____ Unresponsive _____
Rear Seat Entertainment Remote Control(s): One or Both Controls Are Unresponsive _____ Some Functions Are Unresponsive _____		Rear Seat Entertainment Video Screen(s): Improper Function _____ Unresponsive _____
Speed Compensated Speaker Volume: Improper Function _____ Unresponsive _____	Steering Wheel Controls: Buttons Broken _____ Improper Function _____ Unresponsive _____	Warning Chimes: Improper Function _____ Unresponsive _____
Wired Headphones: Improper Function _____ Unresponsive _____	Wired Headphones Control Knob(s): Unresponsive: Left _____ Right _____ Wired Headphone Jacks: Unresponsive _____	Wireless Headphones: Improper Function _____ Unresponsive _____
XM Radio® Improper Function _____ XM Radio® Unresponsive _____	Blows Fuses (Describe) _____	Other (Describe) _____
Operating Conditions — Check All That Apply		
When Did the Concern Start _____	How Often Does it Occur _____	How Long Does it Last _____
This Section Is For Dealer Use Only: VIN: _____ Miles (km): _____ Technician #: _____ Advisor #: _____		