

### Customer Concern Verification Sheet Electrical / Accessory

#### ELECTRICAL ITEMS OR ACCESSORIES

(Please list the complaint accessory or item and check any applicable symptom(s) from the list that follows:

- Inoperable  Noisy  No control  Erratic  Blows fuse  Works improperly (explain below)
- Related system affected (explain below)
- Inoperable  Noisy  No control  Erratic  Blows fuse  Works improperly (explain below)
- Related system affected (explain below)
- Inoperable  Noisy  No control  Erratic  Blows fuse  Works improperly (explain below)
- Related system affected (explain below)

#### RADIO

- Poor reception  Works improperly (explain below)  Related system affected (explain below)
- AM  FM  FM Stereo  Tape player  CD player  Whole system  Graphic equalizer  Rear seat controls
- Front  Rear  Left  Right  Antenna  Clock  Speakers
- Radio / player controls  Steering wheel buttons  Poor reception  Works improperly (explain below)  Related system affected (explain below)

#### OPERATING CONDITIONS (Check All That Apply)

When did the concern start happening?

- Just Started  Since New  Since a prior repair or installation of aftermarket equipment (describe) \_\_\_\_\_
- Few Days  Few Weeks  Few Months

How Often Does It Occur?

- Few Seconds  Few Minutes  Few Hours  Few Days  Few Weeks  Few Months  Every \_\_\_\_\_ to \_\_\_\_\_ Miles (km)
- Intermittent and unable to duplicate  Intermittent but can be duplicated (explain below)

How Long Does It Last?

- Few Seconds  Few Minutes  Few Hours  Few Days  Few Weeks  Few Months  Every \_\_\_\_\_ to \_\_\_\_\_ Miles (km)
- Intermittent and unable to duplicate  Intermittent but can be duplicated (explain below)

#### Explain

For Dealer Use Only:

VIN: \_\_\_\_\_ Miles (km): \_\_\_\_\_ Technician #: \_\_\_\_\_ Advisor #: \_\_\_\_\_