

# FAULT DIAGNOSIS FORM

We recommend this form is printed and taken to the vehicle to fully check the customer's reported fault and then record the vehicle and fault details. This will allow accurate entry of details into the Cartronics warranty website.

## FAULT DIAGNOSIS MUST BE COMPLETED PRIOR TO REQUESTING A REPLACEMENT PRODUCT

### DID YOU CHECK?

Yes No



Symptom/fault	Please Check Check Check Check Please	Required actions
Product failure caused by customer damage, misuse or abuse.	<b>Warranty will not cover the cost of repairs required to bring an Audio unit back to a full operating condition. You must advise the customer that full costs will be applied to a unit requiring repair as a result of damage, customer misuse or abuse. It is a condition that prior to despatch you must contact Cartronics Audio Services Pty Ltd if you have been presented with such a unit.</b>	<b>Contact Cartronics Service Department</b>
(1) Poor or weak radio reception, interference, or static with engine off.	Fully extend aerial. Clean aerial mast and base contact. Check aerial plug is properly inserted into unit at rear. Check aerial electrically with multimeter.	If performance improves or cannot be replicated, advise customer. <b>If symptom proven, request replacement unit.</b>
(2) Interference and audible static with engine running.	Check as above. Check Audio unit earth integrity. Check ignition and or charging system for faults and suppression.	Replacing audio unit will not provide solution. Rectify noise at source.
(3) Tuner will not stop at stations when seek function used.	<b>Check LOC / DX function: When LOC appears on the LCD the radio will only stop on a strong local station. Press LOC button again to enter DX (long distance) mode and confirm radio stops and receives a station in your area.</b> Check aerial as above.	If performance improves or cannot be replicated, advise customer. <b>If symptom proven, request replacement unit.</b>
(4) Security code will not activate unit.	Refer to owner's manual and re-enter security code using proper procedures. Please confirm you are using the correct pin number.	If cannot rectify symptom, <b>request a replacement unit.</b>
(5) Audio unit not operating, no display or illumination.	Check 12 volt supply at ACC and BATT. Check Audio unit harness, connector and fuse. Check vehicle fuse. Check earth.	If cannot rectify symptom, <b>request a replacement unit.</b>
(6) No audio. Illumination satisfactory.	Check speaker harness. Check speaker connectors. Check Audio unit connector and harness set.	If cannot rectify symptom, <b>request a replacement unit.</b>
(7) No audio in front or rear or on one channel.	Check balance and fader control positions. Check speaker harness. Check speaker connectors. Check Audio unit connector and harness set.	If cannot rectify symptom, <b>request a replacement unit.</b>
(8) Sound distorted.	Place bass and treble at centre position to confirm if concern improves. Check Audio unit harness connector. Confirm concern not caused by faulty speaker.	If cannot rectify symptom, <b>request a replacement unit.</b>
(9) No illumination No LCD display	Check audio unit harness. All other functions work correctly.	If cannot rectify symptom, <b>request a replacement unit.</b>
(10) CD skips.	<b>Check customer's discs for surface damage to both the label side and data side. Severe damage to disc surface causes data loss and sound will 'skip' or stop. 'Skipping' fault may occur whilst driving on very rough roads; this is a normal result.</b>	If symptom not caused by these recognized issues, <b>request a replacement unit.</b>
(11) CD or will not play or load.	Check all connectors. Check Audio unit harness. Check Audio unit and vehicle fuses and earth. <b>Check disc surface for scratches as above.</b> <b>Check customer's disc displays the 'Compact Disc Digital Audio' logo on the disc label</b> <b>Only discs displaying the above logo can be expected to provide correct playback performance in the Radio. Discs not displaying the logo may not play.</b>	If cannot rectify symptom, <b>request a replacement unit.</b>

Please Tick

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Please Tick

Were files recorded using ISO9660 or JOLIET formats - Refer owners manual

Please Tick

YES NO

## (12) RE MP3 CUSTOMER COMPLAINTS RELATING TO NON PLAY OF MP3 FILES

- Your CD Radio will only play MP3 files recorded using the ISO9660 and or the JOLIET formats.
- Your CD Radio will not play MP3 files recorded in any other format than above or files encoded with Digital Rights Management (DRM)
- If your MP3 files will not play in your CD Radio, you need to confirm the MP3 recording format used to create your MP3 files.
- If your files were recorded using a system that is not ISO9660 or JOLIET format, your CD Radio is not faulty
- Do not request a replacement if ISO9660 or JOLIET formats were not used**

Vehicle VIN:	Vehicle Model Name:
Registration Date:	Registration Number:
	Kms at Repair:

Record additional notes in the area below.

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