

Audio/Navigation Return Form

Attention Dealers: This area must be completed to receive credit!
DEALER INFORMATION: Complete below Dealer Information and place the defective unit into original packaging along with a copy of the Repair Order

Dealer Name		Dealer Code	Claim Number	VIN Number	
City		State	In Service / Delivery Date	Mileage	Hyundai Part Number
Dealer Replace Date	Dealer Ship Date	Model Number		Brand/Make	Serial Number

Please check if: Warranty Customer Pay Goodwill Campaign Number: _____

DEALER INSTRUCTIONS: Complete below CUSTOMER COMPLAINT ANALYSIS section

CUSTOMER COMPLAINT ANALYSIS

Necessary CHECK POINT

For below 2 items, all wire connections (fuse, speaker, amp) MUST first be checked

When issue occurred:

-
- Intermittent
-
- Always
-
- Moving
-
-
- Hot
-
- Cold
-
- Engine off

Other: _____

Unit or Button/Knob

-
- There is no sound
-
- Freezes
-
-
- Button is stuck/broken

Other: _____

Sound

-
- No volume (what mode: _____)
-
-
- Static or crackling noise
-
- Speakers (Front L/R or Rear L/R)

Other: _____

For below 3 items, all wire connections (antenna) MUST first be checked (vehicle should be outdoors to confirm condition)

Check One: AM FM HD

-
- No reception
-
- Does not keep preset memory
-
-
- Poor reception (Station: _____ Zip Code: _____)

Other: _____

Satellite Radio

-
- No reception
-
- Poor Reception
-
- No Traffic Info.
-
-
- Static noise Error message: _____

Other: _____

Navigation / GPS

-
- Improper routing
-
- No GPS reception
-
-
- Unable to find my destination

Other: _____

For below 2 items, check customers media source for proper compatibility

Check One: USB IPOD AUX

-
- Won't Play
-
- No sound
-
- Does not play certain file
-
-
- iPod compatibility issue

iPod type / version: _____

Other: _____

CD Player / CD Changer

-
- Does not play
-
- CD skips
-
- Static noise
-
-
- Mechanical noise
-
- Does not insert / eject

Other: _____

-
- Return lodged disc(s) to the dealer

LCD / Touch Screen

-
- No display or partial display
-
- Touch not responsive
-
-
- Display brightness (dim or faded)

Other: _____

Jukebox / My Music

-
- Does not play
-
- Static noise
-
-
- Unable to upload file to HDD

Other: _____

Bluetooth / Voice Command

-
- Phone: Make _____ Model # _____ Carrier _____
-
-
- Phone does not pair or auto pair
-
- "System Not Ready" error message
-
-
- Loose connection after the phone is paired
-
- Poor call quality: (
-
- Receiver
-
- Sender)
-
-
- Does not recognize voice command
-
- Does not download phonebook correctly
-
-
- Changes to the incorrect mode

Other: _____

Backup Camera

-
- Black Screen
-
- Time delay in display screen

Other: _____

 NTF Test Result

Use below shipping label and ship defective unit immediately

Return Shipping Label

Hyundai Motor America
 Radio Return Center
 4525 East Stearns
 Long Beach, CA 90815

TAP THIS LABEL TO CARTON!

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