

# CUSTOMER PROBLEM ANALYSIS CHECK

## RADIO AND NAVIGATION SYSTEM Check Sheet

Inspector's name: \_\_\_\_\_

|                         |     |                   |            |
|-------------------------|-----|-------------------|------------|
| Customer's Name         |     | VIN               |            |
|                         |     | Production Date   |            |
|                         |     | Licence Plate No. |            |
| Date Vehicle Brought in | / / | Odometer Reading  | km<br>mile |

|                             |   |
|-----------------------------|---|
| Date Problem First Occurred | / /   |
| Frequency Problem Occurs    | <input type="checkbox"/> Always <input type="checkbox"/> Intermittently (    times a day) |

### DTC Check

#### 1st time trouble code.

|                 |        |         |           |
|-----------------|--------|---------|-----------|
| Unit Check Mode |        |         |           |
| Current         | Memory | Occured | Data/Time |
|                 |        |         |           |

|             |          |      |          |
|-------------|----------|------|----------|
| LAN Monitor |          |      |          |
| Code        | Sub-Code | Code | Sub-Code |
|             |          |      |          |

#### 2nd time trouble code.

|                 |        |         |           |
|-----------------|--------|---------|-----------|
| Unit Check Mode |        |         |           |
| Current         | Memory | Occured | Data/Time |
|                 |        |         |           |

|             |          |      |          |
|-------------|----------|------|----------|
| LAN Monitor |          |      |          |
| Code        | Sub-Code | Code | Sub-Code |
|             |          |      |          |

### Problem Symptom