

CUSTOMER PROBLEM ANALYSIS CHECK

EPS Check Sheet

 Inspector's :
 Name _____

Customer's Name		VIN	
		Production Date	/ /
Vehicle Model		Licence Plate No.	
Date Vehicle Brought In	/ /	Odometer Reading	km miles

Date Problem First Occurred	/ / (Engine <input type="checkbox"/> Cold <input type="checkbox"/> Warmed up)
Frequency Problem Occurs	<input type="checkbox"/> Continuous <input type="checkbox"/> Intermittent (times a day)

Symptoms	<input type="checkbox"/> Steering is heavy.
	<input type="checkbox"/> Steering effort differs between right and left or is uneven.
	<input type="checkbox"/> While driving, steering effort does not change in accordance with vehicle speed.
	<input type="checkbox"/> The steering wheel does not return properly.
	<input type="checkbox"/> The steering wheel vibrates or abnormal noise comes from the steering column.
	<input type="checkbox"/> When a problem occurs: <input type="checkbox"/> While turning the wheel around the center <input type="checkbox"/> When turning the wheel with the vehicle stopped <input type="checkbox"/> Always
	<input type="checkbox"/> Others

Master Warning Light Status	<input type="checkbox"/> ON <input type="checkbox"/> OFF
Indication on Multi-display	<input type="checkbox"/> PS warning is indicated <input type="checkbox"/> PS warning is not indicated

DTC Check	1st Time	<input type="checkbox"/> Normal System Code <input type="checkbox"/> Trouble Code (Code)
	2nd Time	<input type="checkbox"/> Normal System Code <input type="checkbox"/> Trouble Code (Code)

Freeze Frame Data

When any DTCs are output during the 1st time, record the freeze frame data as well as the DTCs.