

## CUSTOMER PROBLEM ANALYSIS CHECK

Prius Problem Check Sheet				Name of Dealer	Person in Charge at Headquarters	Person in Charge at Dealer
Please fill in the blanks within bold frame				Office		
Vehicle Specifications	Model Code	NHW 20 -AHE	Problem Occurrence Date	. .	Odometer Reading	miles km
	Licence No.		Service Entry Date	. .	Production date	. .
	VIN		Option	<input type="checkbox"/> Navigation ( <input type="checkbox"/> equipped by manufacturer <input type="checkbox"/> Dealer ) <input type="checkbox"/> Cold climate specifications <input type="checkbox"/> others ( )		
Interview Results	Contents of complaint (Status when and before/after occurring in the order of events as correct as possible)			Characteristics of Customer		
				Vehicle used before		
				Main use area		
				<input type="checkbox"/> city area <input type="checkbox"/> suburbs <input type="checkbox"/> mountain area <input type="checkbox"/> other ( )		
				Frequency in use		
				<input type="checkbox"/> every day <input type="checkbox"/> times/week or month		
	Driving Condition	Road Condition	Vehicle Condition			
	Vehicle Speed _____ mph _____ km/h <input type="checkbox"/> when starting <input type="checkbox"/> when accelerating <input type="checkbox"/> when normal driving <input type="checkbox"/> when decelerating <input type="checkbox"/> when braking <input type="checkbox"/> when stopping <input type="checkbox"/> when parking <input type="checkbox"/> when turning <input type="checkbox"/> when ABS actuating <input type="checkbox"/> cruise control driving <input type="checkbox"/> others ( )	<input type="checkbox"/> level road <input type="checkbox"/> up hill or down hill <input type="checkbox"/> dry paved road <input type="checkbox"/> wet paved road <input type="checkbox"/> rough paved road <input type="checkbox"/> unpaved road <input type="checkbox"/> snowy or frozen road <input type="checkbox"/> bump or curb <input type="checkbox"/> others ( )	<input type="checkbox"/> Power switch ON (not getting ready) <input type="checkbox"/> when starting <input type="checkbox"/> right after starting <input type="checkbox"/> until _____ minute after starting <input type="checkbox"/> until _____ minute after starting of driving <input type="checkbox"/> when stopping system Status of engine <input type="checkbox"/> while stopping engine <input type="checkbox"/> when revolving engine HV battery indication <input type="checkbox"/> _____/8 segments <input type="checkbox"/> unidentified A/C status <input type="checkbox"/> ON <input type="checkbox"/> OFF <input type="checkbox"/> unidentified			
	Weather: _____ Temperature: _____ °F _____ °C Fuel level _____/10 segments	<input type="checkbox"/> unidentified <input type="checkbox"/> unidentified <input type="checkbox"/> unidentified	Power switch indicator <input type="checkbox"/> illumination (orange or green) <input type="checkbox"/> blink <input type="checkbox"/> no illumination Shift position (indication) <input type="checkbox"/> P <input type="checkbox"/> R <input type="checkbox"/> N <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> when operating _____ → _____ <input type="checkbox"/> no indication <input type="checkbox"/> blink <input type="checkbox"/> unidentified P position switch status <input type="checkbox"/> illumination <input type="checkbox"/> blink <input type="checkbox"/> no illumination <input type="checkbox"/> unidentified			
				Warning lamp <input type="checkbox"/> <input type="checkbox"/> engine <input type="checkbox"/> charge <input type="checkbox"/> PS <input type="checkbox"/> HV battery <input type="checkbox"/> HV <input type="checkbox"/> brake (yellow or red) <input type="checkbox"/> ABS <input type="checkbox"/> VSC <input type="checkbox"/> slip <input type="checkbox"/> coolant <input type="checkbox"/> other warning ( ) <input type="checkbox"/> no warning lamp		
			Brake operation <input type="checkbox"/> brake slowly <input type="checkbox"/> brake suddenly <input type="checkbox"/> operation with a left foot <input type="checkbox"/> not operating Accelerator pedal operation <input type="checkbox"/> when depressing <input type="checkbox"/> when releasing <input type="checkbox"/> when getting a foot off from the pedal Frequency in occurrence <input type="checkbox"/> always <input type="checkbox"/> times/ week or month <input type="checkbox"/> only once			
			LLC maintenance record ( ) Frequency in use <input type="checkbox"/> every day <input type="checkbox"/> times/week or month			
Vehicle Verification Results	Diagnostic trouble code					
	HV ★			Brake ★		
	INF			INF		
	SFI ★			Power Source control		
	Battery ★			Gate way		
	Transmission Control ★			Smart		
	EPS ★			Immobilizer		
				Theft Deterrent		
				Navigation		
	★: Indicates that the system has a function to store the freeze frame data. If DTCs have been set, please attach the freeze frame data.					
Vehicle Inspection Results (Verification items, reason to identify/presume the cause parts, etc.)					Duplication Status	
					<input type="checkbox"/> always <input type="checkbox"/> sometimes conditions when the malfunction occurred ( ) <input type="checkbox"/> no reproduction	
Replacement Parts					Confirmation Results After Repair	
					<input type="checkbox"/> normal <input type="checkbox"/> reproduction <input type="checkbox"/> other ( )	
Problem parts: No/Yes (Sending date: . . )						