

# CUSTOMER PROBLEM ANALYSIS CHECK

**THEFT DETERRENT SYSTEM Check Sheet**

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

|                         |     |                   |            |
|-------------------------|-----|-------------------|------------|
| Customer's Name         |     | Registration No.  |            |
|                         |     | Registration Year |            |
|                         |     | Frame No.         |            |
| Date Vehicle Brought in | / / | Odometer Reading  | km<br>Mile |

|  |  |  |  |
|--|--|--|--|
| Date Problem First Occurred              | / /  |  |  |
| Frequency Problem Occurs                 | <input type="checkbox"/> Constant <input type="checkbox"/> Sometimes (    Times per    day, month)<br><input type="checkbox"/> Once only |  |  |
| Weather Conditions When Problem Occurred | Weather  | <input type="checkbox"/> Fine <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy<br><input type="checkbox"/> Various/Others |  |
|  | Outdoor temperature  | <input type="checkbox"/> Hot <input type="checkbox"/> Warm <input type="checkbox"/> Cool<br><input type="checkbox"/> Cold (Approx.    °F (    °C))                     |  |

|                                  |  |  |
|----------------------------------|--|--|
| Problem Symptom                  | <input type="checkbox"/> Theft deterrent system cannot be set.   |  |
|                                  | <input type="checkbox"/> Indicator light does not flash when the theft deterrent system is set.<br>(It stays ON or does not light at all.) |  |
|                                  | <input type="checkbox"/> Theft deterrent system does not operate.  | <input type="checkbox"/> When unlocked using the door lock knob.<br><input type="checkbox"/> When the engine hood is opened.   |
|                                  |  | <u>Malfunction</u><br><input type="checkbox"/> Horns only<br><input type="checkbox"/> Theft deterrent horn only<br><input type="checkbox"/> Headlights only<br><input type="checkbox"/> Taillights only<br><input type="checkbox"/> Door lock operation only   |
|                                  | <input type="checkbox"/> System cannot be canceled once set.   | <input type="checkbox"/> When door is unlocked using key or wireless door lock control system.<br><input type="checkbox"/> When the key is inserted in the ignition key cylinder and turned to ACC or ON position.<br>(However, only when the system has never operated)<br><input type="checkbox"/> When the luggage compartment door is opened with the key. |
|                                  | <input type="checkbox"/> System cannot be canceled during warning operation.   | <input type="checkbox"/> When door is unlocked using key or wireless door lock control system.<br><input type="checkbox"/> When the key is inserted in the ignition key cylinder and turned to ACC or ON position.   |
|                                  | <input type="checkbox"/> Warning operation starts when the system is set and the door or luggage compartment door is opened with the key.  |  |
| <input type="checkbox"/> Others. |  |  |