

# CUSTOMER PROBLEM ANALYSIS CHECK

LEXUS NAVIGATION SYSTEM Check Sheet

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

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

<b>Date Problem First Occurred</b>	/ /
<b>Frequency Problem Occurs</b>	<input type="checkbox"/> Constant <input type="checkbox"/> Intermittent (    Times a day)

<b>Problem Symptom</b>	<b>Navigation malfunction</b>	<input type="checkbox"/> Cursor movement is defective.
		<input type="checkbox"/> Cursor does not move.
		<input type="checkbox"/> GPS mark does not appear.
		<input type="checkbox"/> Map is not displayed.
		<input type="checkbox"/> Others (                    )
	<b>Display malfunction</b>	<input type="checkbox"/> Screen is dark.
		<input type="checkbox"/> Screen is white.
		<input type="checkbox"/> Color is not uniform.
		<input type="checkbox"/> Screen is in disorder.
		<input type="checkbox"/> Others (                    )
	<b>Control Switch malfunction</b>	<input type="checkbox"/> Can not operate with panel switches.
		<input type="checkbox"/> Can not operate with touch switches.
		<input type="checkbox"/> Others (                    )

<b>DTC Check</b>	<b>Parts name</b>	<b>1st time malfunction code.</b>	<b>2nd time malfunction code.</b>
	Navigation ECU		
	Multi Display		
	Radio receiver assembly		
	Power amplifier		