

# CUSTOMER PROBLEM ANALYSIS CHECK

## VGRS Check Sheet

 Inspector's :  
 Name \_\_\_\_\_

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

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

|          |                                                                                         |                                                                                |
|----------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Symptoms | <input type="checkbox"/> Steering wheel off-center.                                     |                                                                                |
|          | <input type="checkbox"/> VGRS stops and does not operate.                               |                                                                                |
|          | <input type="checkbox"/> Steering angle is different from thgt to left.                 |                                                                                |
|          | <input type="checkbox"/> Abnormal noise and vibration is produced in the steering wheel |                                                                                |
|          | VGRS Warning Light Abnormal                                                             | <input type="checkbox"/> Remains ON <input type="checkbox"/> Does not Light Up |

|           |          |                                                                                           |
|-----------|----------|-------------------------------------------------------------------------------------------|
| DTC Check | 1st Time | <input type="checkbox"/> Normal Code <input type="checkbox"/> Malfunction Code (Code    ) |
|           | 2nd Time | <input type="checkbox"/> Normal Code <input type="checkbox"/> Malfunction Code (Code    ) |

|                                                                                                               |                                                          |
|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Just before the VGRS warning light comes on, had the engine stalled or had the battery terminal been removed? | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Within the past month, have any parts relating to VGRS been replaced?                                         | <input type="checkbox"/> YES <input type="checkbox"/> NO |