

## CUSTOMER PROBLEM ANALYSIS CHECK

## NAVIGATION SYSTEM Check Sheet

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

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

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

|                 |                            |                                                                   |
|-----------------|----------------------------|-------------------------------------------------------------------|
| Problem Symptom | Navigation malfunction     | <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 (    )                            |
|                 | Display malfunction        | <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 (    )                            |
|                 | Control Switch malfunction | <input type="checkbox"/> Can not be operated with panel switches. |
|                 |                            | <input type="checkbox"/> Can not be operated with touch switches. |
|                 |                            | <input type="checkbox"/> Others (    )                            |

|           |                                      |                            |                            |
|-----------|--------------------------------------|----------------------------|----------------------------|
| DTC Check | Parts name                           | 1st time malfunction code. | 2nd time malfunction code. |
|           | NAVI (Navigation ECU)                |                            |                            |
|           | EMV (Multi-display)                  |                            |                            |
|           | AUDIO H/U (Radio receiver)           |                            |                            |
|           | DSP AMP (Stereo component amplifier) |                            |                            |
|           | G/W (Gateway ECU)                    |                            |                            |
|           | DVD-CH (DVD auto changer)            |                            |                            |