0561B–03

# 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 Mile** |

| | |
|---|---|
| **Date Problem First Occurred** | / / |
| **Frequency Problem Occurs** | ☐ Constant ☐ Intermittent ( Times a day) |

| | | |
|---|---|---|
| **Problem Symptom** | **Navigation malfunction** | ☐ Cursor movement is defective. |
| | | ☐ Cursor does not move. |
| | | ☐ GPS mark does not appear. |
| | | ☐ Map is not displayed. |
| | | ☐ Others ( ) |
| | **Display malfunction** | ☐ Screen is dark. |
| | | ☐ Screen is white. |
| | | ☐ Color is not uniform. |
| | | ☐ Screen is in disorder. |
| | | ☐ Others ( ) |
| | **Control Switch malfunction** | ☐ Can not operate with panel switches. |
| | | ☐ Can not operate with touch switches. |
| | | ☐ Others ( ) |

| **DTC Check** | **Parts name** | **1st time malfunction code.** | **2nd time malfunction code.** |
|---|---|---|---|
| | Navigation ECU | | |
| | Radio Receiver Assy | | |

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