

CUSTOMER PROBLEM ANALYSIS CHECK

NAVIGATION SYSTEM Check Sheet

Inspector's name: _____

Customer's Name		VIN	
		Production Date	
		Licence Plate 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.
	NAVI (Navigation ECU)		
	EMV (Multi-display)		
	AUDIO H/U (Radio receiver)		
	G/W (Gateway ECU)		
	CD-CH		