05IH5–01

CUSTOMER PROBLEM ANALYSIS CHECK

Prius Problem Check Sheet

Please fill in the blanks within bold frame

Name of Dealer	Person in Charge at Headquarters	Person in Charge at Dealer
Office		

Vehicle Specifications

Model Code	NHW 20 –AHE	Problem Occurrence Date	. .	Odometer Reading	miles km
Licence No.		Service Entry Date	. .	Production date	. .
VIN		Option	☐ Navigation (☐ equipped by manufacturer ☐ dealer) ☐ Cold climate specifications ☐ others ( )		

Interview Results

Contents of complaint (Status when and before/after occurring in the order of events as correct as possible)	Characteristics of Customer	
	Vehicle used before	
	Main use area	☐ city area ☐ suburbs ☐ mountain area ☐ other ( )
	Frequency in use	☐ every day ☐ ____times/week or month

Driving Condition	Road Condition	Vehicle Condition			
Vehicle Speed _____ mph _____ km/h ☐ when starting ☐ when accelerating ☐ when normal driving ☐ when decelerating ☐ when braking ☐ when stopping ☐ when parking ☐ when turning ☐ when ABS actuating ☐ cruise control driving ☐ EV mode driving ☐ others ( )	☐ level road ☐ uphill or downhill ☐ dry paved road ☐ wet paved road ☐ rough paved road ☐ unpaved road ☐ snowy or frozen road ☐ bump or curb ☐ others ( )	☐ Power switch ON (not getting ready) ☐ when starting ☐ right after starting ☐ until____ minute after starting ☐ until____ minute after starting of driving ☐ when stopping system Status of engine ☐ while stopping engine ☐ when revolving engine HV battery indication ☐ _____/8 segments ☐ unidentified A/C status ☐ ON ☐ OFF ☐ unidentified	Power switch indicator ☐ illumination (orange or green) ☐ blink ☐ no illumination Shift position (indication) ☐ P ☐ R ☐ N ☐ D ☐ B ☐ when operating _____ → _____ ☐ no indication ☐ blink ☐ unidentified P position switch status ☐ illumination ☐ blink ☐ no illumination ☐ unidentified	Warning lamp ☐ ⚠ ☐ engine ☐ charge ☐ PS ☐ HV battery ☐ HV ☐ brake (yellow or red) ☐ ABS ☐ VSC ☐ slip ☐ coolant ☐ other warning ( ) ☐ no warning lamp	Brake operation ☐ brake slowly ☐ brake suddenly ☐ operation with a left foot ☐ not operating Accelerator pedal operation ☐ when depressing ☐ when releasing ☐ when getting a foot off from the pedal Frequency in occurrence ☐ always ☐ _____ times/week or month ☐ only once
Weather: _____ Temperature: _____°F _____°C Fuel level ____/10 segments	☐ unidentified ☐ unidentified ☐ unidentified				

Vehicle Verification Results

Diagnostic trouble code

HV ★				Brake ★	
INF				INF	
SFI ★		Power Source Control		Gateway	
Battery ★		A/C		Smart	
Transmission Control ★		SRS		Immobilizer	
EPS ★		Body		Theft Deterrent	
				Navigation	

★: Indicates that the system has a function to store the freeze frame data. If DTCs have been set, please attach the freeze frame data.

Vehicle Inspection Results (Verification items, reason to identify/presume the cause parts, etc.)	Duplication Status
	☐ always ☐ sometimes conditions when the malfunction occurred ( ) ☐ no reproduction

Replacement Parts	Confirmation Results After Repair
Problem parts: No/Yes (Sending date: . .)	☐ normal ☐ reproduction ☐ other ( )