05HCV–01

HOW TO PROCEED WITH TROUBLESHOOTING

1	Vehicle brought into a workshop

2	Diagnostic questioning and symptom confirmation (see page 05–1550)

Ask the customer about symptoms and confirm malfunctions. Fill out the Customer Problem Analysis check sheet.

- **The screen displays nothing (go to step 6, proceed to "BLACK SCREEN (NO IMAGE APPEARS ON NAVIGATION/AUDIO SCREEN)")**
- **Other symptoms (go to step 3)**

3	Confirm the system normal condition (see page 05–1567)

- **Applicable (This is not a malfunction.)**
- **Not applicable (go to step 4)**

4	Check the diagnostic trouble codes (see page 05–1578)

HINT:

- If the system cannot enter the diagnosis mode, inspect each AVC–LAN communication signal and repair or replace problem parts (see page 05–1565 – 05–1569).
- Even if the malfunction symptom is not confirmed, check the diagnostic trouble codes. This is because the system stores past diagnostic trouble codes.
- Refer to the detailed description on the diagnostic screen as necessary (see page 05–1560).
- Check and clear the past diagnostic trouble code. Check the diagnostic trouble code and inspect the area the code indicates.

- **A code is output (go to step 5)**
- **A code is not output (go to step 6)**

5	Diagnostic trouble code chart (see page 05–1585)

Find the output code on the diagnostic trouble code chart.

- **Output the diagnostic trouble code (go to step 8)**

6	**Problem symptoms table (see page 05–1570)**

Find the applicable symptom code in the problem symptoms table.
HINT:
If the symptom does not recur and no code is output, perform the symptom reproduction method (see page 01–36).

There is an applicable symptom code in the table (go to step 8)

There is no applicable symptom code in the table (go to step 7)

7	**Check the ECU terminal arrangement based on the malfunction symptom (see page 05–1573)**

8	**Check the circuit**

Adjust, repair or replace as necessary.

9	**Recheck the diagnostic trouble code (see page 05–1583)**

HINT:
After deleting the DTC, recheck the diagnostic trouble code.

10	**Perform confirmation test**

END