

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	<input type="checkbox"/> Navigation (<input type="checkbox"/> equipped by manufacturer <input type="checkbox"/> dealer) <input type="checkbox"/> Cold climate specifications <input type="checkbox"/> 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	<input type="checkbox"/> city area <input type="checkbox"/> suburbs <input type="checkbox"/> mountain area <input type="checkbox"/> other ()
		Frequency in use	<input type="checkbox"/> every day <input type="checkbox"/> _____ times/week or month	

Interview Results	Driving Condition	Road Condition	Vehicle Condition		
	Vehicle Speed _____ mph _____ km/h <input type="checkbox"/> when starting <input type="checkbox"/> when accelerating <input type="checkbox"/> when normal driving <input type="checkbox"/> when decelerating <input type="checkbox"/> when braking <input type="checkbox"/> when stopping <input type="checkbox"/> when parking <input type="checkbox"/> when turning <input type="checkbox"/> when ABS actuating <input type="checkbox"/> cruise control driving <input type="checkbox"/> others ()	<input type="checkbox"/> level road <input type="checkbox"/> up hill or down hill <input type="checkbox"/> dry paved road <input type="checkbox"/> wet paved road <input type="checkbox"/> rough paved road <input type="checkbox"/> unpaved road <input type="checkbox"/> snowy or frozen road <input type="checkbox"/> bump or curb <input type="checkbox"/> others ()	<input type="checkbox"/> Power switch ON (not getting ready) <input type="checkbox"/> when starting <input type="checkbox"/> right after starting <input type="checkbox"/> until _____ minute after starting <input type="checkbox"/> until _____ minute after starting of driving <input type="checkbox"/> when stopping system Status of engine <input type="checkbox"/> while stopping engine <input type="checkbox"/> when revolving engine HV battery indication <input type="checkbox"/> _____/8 segments <input type="checkbox"/> unidentified A/C status <input type="checkbox"/> ON <input type="checkbox"/> OFF <input type="checkbox"/> unidentified	Power switch indicator <input type="checkbox"/> illumination (orange or green) <input type="checkbox"/> blink <input type="checkbox"/> no illumination Shift position (indication) <input type="checkbox"/> P <input type="checkbox"/> R <input type="checkbox"/> N <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> when operating _____ → _____ <input type="checkbox"/> no indication <input type="checkbox"/> blink <input type="checkbox"/> unidentified P position switch status <input type="checkbox"/> illumination <input type="checkbox"/> blink <input type="checkbox"/> no illumination <input type="checkbox"/> unidentified	Warning lamp <input type="checkbox"/>  <input type="checkbox"/> engine <input type="checkbox"/> charge <input type="checkbox"/> PS <input type="checkbox"/> HV battery <input type="checkbox"/> HV <input type="checkbox"/> brake (yellow or red) <input type="checkbox"/> ABS <input type="checkbox"/> VSC <input type="checkbox"/> slip <input type="checkbox"/> coolant <input type="checkbox"/> other warning () <input type="checkbox"/> no warning lamp
Weather: _____ Temperature: _____ °F _____ °C Fuel level _____/10 segments	<input type="checkbox"/> unidentified <input type="checkbox"/> unidentified <input type="checkbox"/> unidentified	<input type="checkbox"/> unidentified <input type="checkbox"/> unidentified <input type="checkbox"/> unidentified	<input type="checkbox"/> illumination <input type="checkbox"/> blink <input type="checkbox"/> no illumination <input type="checkbox"/> unidentified	LLC maintenance record () Frequency in use <input type="checkbox"/> every day <input type="checkbox"/> _____ times/week or month	

Vehicle Verification Results	Diagnostic trouble code					
	HV ★	INF			Brake ★	INF
	SFI ★		Power Source control		Gate way	
	Battery ★		A/C		Smart	
	Transmission Control ★		SRS		Immobilizer	
	EPS ★		Body		Theft Deterrent	
	★: Indicates that the system has a function to store the freeze frame data. If DTCs have been set, please attach the freeze frame data.					
	Navigation					

Vehicle Verification Results	Vehicle Inspection Results (Verification items, reason to identify/presume the cause parts, etc.)	Duplication Status
		<input type="checkbox"/> always <input type="checkbox"/> sometimes conditions when the malfunction occurred () <input type="checkbox"/> no reproduction
Vehicle Verification Results	Replacement Parts	Confirmation Results After Repair
	Problem parts: No/Yes (Sending date: . . .)	<input type="checkbox"/> normal <input type="checkbox"/> reproduction <input type="checkbox"/> other ()