## 05J81-01

## **CUSTOMER PROBLEM ANALYSIS CHECK**

Prius Problem Check Sheet											n Charge at irters	Person in Charge at Dealer	
Please fill in the blanks within bold frame							Office						
ions	Model Code	NHW 20 -AHE			Probl	Problem Occurrence Date				Odometer Reading		miles km	
Vehicle Specifications	Licence No.	nce No.			Servi	Service Entry Date				Production date			
Spec	VIN			Optio	Ontion		<ul><li>□ Navigation ( □equipped  </li><li>□ Cold climate specificatio</li></ul>		-	-			
	Contents of complaint (Status when and before/after occurring in the order of events as correct as possible)							Characteristics of Customer					
	the order of events as correct as possible						Vehicle used befo			re			
								Main use area			☐ city area ☐ suburbs ☐ mountain area		
										other (		iin area )	
								Frequency in use			☐ every day ☐ times/week or month		
	Driving Condition Road Cond				Condition			Vehicle (	Conditi	on			
				evel ro	oad			Power switch		Warning lamp		Brake operation	
	lares /le			•	or down hill	(not getting ready) ☐ when starting	indic			□ <u>↑</u> □ engine		☐ brake slowly	
	U when starting				ved road ved road	☐ right after starting	☐ illumination ting (orange or green)			_		☐ brake suddenly☐ operation with a	
Interview Results	⊔ wnen accelerating   <sub>⊏</sub>				paved road	☐ until minute	inute   Dink		·   - `	□ charge		_ left foot	
					ed road	after starting □ until minute	☐ no illumination			☐ HV battery		☐ not operating	
	□ when □			-	or frozen	after starting of				□ HV		Accelerator pedal operation	
	decelerating  ☐ when braking			oad	or curb	driving		ft position		□ brake		□ when depress-	
				others		system	when stopping (indication)			(yellow or red)		ing	
	☐ when parking		(		)	01-1						☐ when releasing	
	☐ when turning				-	Status of engine  math while stopping	□ w	hen operatin				□ when getting a foot off from	
	when     ABS actuating					engine	_				lant	the pedal	
	☐ cruise control driving					☐ when revolving engine		☐ no indication ☐ blink				Frequency in occurrence	
	others					HV battery				I no warning		□ always □ times/	
	( )					indication	ation P posi		sition switch la		р	week or month	
						□/8 segments □ unidentified	statu					☐ only once	
	Weather:				dentified dentified	A/C status	☐ illumination ☐ blink			LLC maintenance record (			
	Temperature: °F °C			⊐ unic	ientinea	ON		□ no illumination F			requency in use		
	Fuel level			□ unio	dentified	□ OFF		identified			very day		
	/10 segments					unidentified					times/week or month		
	1157 /			Diagnostic troub	le cod				l-a 1				
Vehicle Verification Results	HV *								<b> </b>	Brake ★ INF			
	SFI ★					Power Source cont	rol			Gate way			
	Battery ★				A/C					art			
	Transmission Control ★				SRS				Immobilizer				
	EPS ★				as a function	Body	me dat	ne data. If DTCs have		Theft Deterrent Navigation			
	★: Indicates that the system has a function to store the freeze frame data. If DTCs have Navigation been set, please attach the freeze frame data.												
	Vehicle Inspection Results (Verification items, reason to identify/presume the cause parts, etc.										Duplication Status		
										إ	☐ always ☐ sometimes		
icle										ľ	conditions when the malfunc-		
Veh											tion occurred ( )		
	Replacement Parts										☐ no reproduction  Confirmation Results		
	representation										After Repair		
						mahlamanan N. 84	<b>.</b>				normal	☐ reproduction	
		Problem parts: No/Yes (Sending date: )									□ other (	)	

2004 Prius - Preliminary Release (RM1075U)

Author: Date: 570