

# CUSTOMER PROBLEM ANALYSIS CHECK

## ENGINE IMMOBILIZER SYSTEM Check Sheet

Inspector's Name : \_\_\_\_\_

Customer's Name	_____	VIN	_____
		Production Date	____ / ____ / ____
		License Plate No.	_____
Date Vehicle Brought In	____ / ____ / ____	Odometer Reading	_____ km miles

Date Problem First Occurred	____ / ____ / ____		
Frequency Problem Occurs	<input type="checkbox"/> Constant <input type="checkbox"/> Intermittent ( ____ times a day) <input type="checkbox"/> Only once		
Weather Conditions When Problem Occurred	Weather	<input type="checkbox"/> Fine <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy <input type="checkbox"/> Various/Others	
	Outdoor Temperature	<input type="checkbox"/> Hot <input type="checkbox"/> Warm <input type="checkbox"/> Cool <input type="checkbox"/> Cold (Approx. °C ( °F))	
Conditions When Problem Frequently Occurred	<input type="checkbox"/> Immediately after hybrid control system is started.		
	<input type="checkbox"/> When hybrid control system is restarted after a few hours driving ( ____ hours).		
	<input type="checkbox"/> Other		
Symptoms	<input type="checkbox"/> None of registered keys starts hybrid control system.		
	<input type="checkbox"/> Security indicator does not turn off.	<input type="checkbox"/> Key inserted into key slot. <input type="checkbox"/> Power mode set to ON (IG).	
	<input type="checkbox"/> Vehicle is not cranked normally.		
	<input type="checkbox"/> Several keys are connected together.		
	<input type="checkbox"/> Additional key registration is not possible.		
	<input type="checkbox"/> Immobilizer DTC ( _____ )		
	<input type="checkbox"/> EFI DTC ( _____ )		
	<input type="checkbox"/> DTC history ( _____ )		
<input type="checkbox"/> Other			