

# CUSTOMER PROBLEM ANALYSIS CHECK

**EPS Check Sheet**

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

<b>Customer's Name</b>	_____	<b>VIN</b>	_____
	_____	<b>Production Date</b>	/    /
<b>Vehicle Model</b>	_____	<b>Licence Plate No.</b>	_____
<b>Date Vehicle Brought In</b>	/    /	<b>Odometer Reading</b>	_____ km miles

<b>Date Problem First Occurred</b>	/    /	( Engine <input type="checkbox"/> Cold <input type="checkbox"/> Warmed up )
<b>Frequency Problem Occurs</b>	<input type="checkbox"/> Continuous <input type="checkbox"/> Intermittent (      times a day )	

<b>Symptoms</b>	<input type="checkbox"/> Steering is heavy.
	<input type="checkbox"/> Steering effort differs between right and left or is uneven.
	<input type="checkbox"/> While driving, steering effort does not change in accordance with vehicle speed.
	<input type="checkbox"/> The steering wheel does not return properly.
	<input type="checkbox"/> The steering wheel vibrates or abnormal noise comes from the steering column.
	<input type="checkbox"/> When a problem occurs: <input type="checkbox"/> While turning the wheel around the center <input type="checkbox"/> When turning the wheel with the vehicle stopped <input type="checkbox"/> Always
	<input type="checkbox"/> Others

<b>Master Warning Light Status</b>	<input type="checkbox"/> ON <input type="checkbox"/> OFF
<b>Indication on Multi-display</b>	<input type="checkbox"/> PS warning is indicated <input type="checkbox"/> PS warning is not indicated

<b>DTC Check</b>	<b>1st Time</b>	<input type="checkbox"/> Normal System Code <input type="checkbox"/> Trouble Code (Code      )
	<b>2nd Time</b>	<input type="checkbox"/> Normal System Code <input type="checkbox"/> Trouble Code (Code      )

**Freeze Frame Data**  
When any DTCs are output during the 1st time, record the freeze frame data as well as the DTCs.