RENAULT

Technical Note 3700A
XXXX

FAULT FINDING LOG

Content: Fault Finding Log

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IMPORTANT!

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WARNING

All problems involving a system must be subject to thorough diagnostics with the appropriate tools.

The FAULT FINDING LOG is an aid <u>in the fault finding process</u>. It allows you to have and keep a record of the fault finding carried out, and is an essential aspect in <u>communication</u> with the manufacturer.

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IT IS THEREFORE MANDATORY TO FILL OUT A FAULT FINDING LOG EACH TIME FAULT FINDING IS CARRIED OUT, AND FROM THE START OF THE OPERATION.

This log may be requested:

– when requesting technical assistance from Techline,

– for approval requests when replacing parts for which approval is mandatory,

– which must be attached to monitored parts for which reimbursement is requested. It is therefore used to decide whether a reimbursement will be made under warranty and leads to improved analysis of the removed parts.

FAULT FINDING PROCEDURE

Repair Order:

CUSTOMER COMPLAINT	
IDENTIFICATION	

I C M	(Technical and administrative edition)

Message for the vehicle: ❑ Yes ❑ No	Vehicle under warranty or service contract: ❑ Yes ❑ No
History relating to the customer complaint: ❑ Yes❑ No	OTS to be carried out:❑ Yes❑ No

Code	Symptom	Actis fault code	RC	Warnings: Actis solution, Guided fault finding, Recurrence	Normal operation	Context

1. CUSTOMER COMPLAINT CONFIRMED	❑ Yes ❑ No	Symptom code confirmed ❑ Yes ❑ No

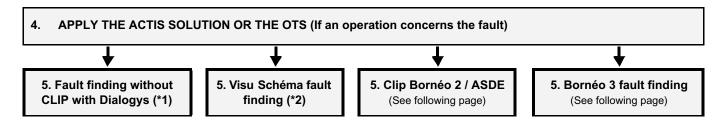|	
2. PRIOR TO FAULT FINDING (Visual and audible inspection, battery voltage, fuel level, determine what operates and what does not operate, etc.)	

3. **ACTIS CONSULTATION AND CONSULTATION OF TECHLINE INFORMATION** BEGIN BY RECORDING THE FAULTS IN THE COMPUTERS IF THE FUNCTION HAS FAULT FINDING.

– If a fault is stored in a computer: apply the occurrence conditions described in the technical documentation. On the CLIP tool, also consult the fault occurrence context and the fault occurrence counter.

Computer number	DEF	Fault designation	STATUS	Present	Stored

⚠️ **OBSERVE THE SAFETY INSTRUCTIONS DESCRIBED IN DIALOGYS FOR THE OPERATIONS YOU ARE PERFORMING.**

4. **APPLY THE ACTIS SOLUTION OR THE OTS (If an operation concerns the fault)**

5. Fault finding without CLIP with Dialogys (*1)	**5. Visu Schéma fault finding (*2)**	**5. Clip Bornéo 2 / ASDE** (See following page)	**5. Bornéo 3 fault finding** (See following page)

(*1): Consult Dialogys, except with Bornéo 3. Examples: Technical Note 6511A for manual gearboxes, Technical Note 3701A for radios, Technical Note 5164A for noises, etc.
(*2): Except with Bornéo 3, for systems not having any fault finding procedure, perform a fault search using Visu Schéma. Examples: the instrument panel lighting dimmer, beam adjustment of headlights other than discharge bulb types, etc.

Workshop Repair Manual		Fault Finding Manual		Technical Notes		Wiring Diagram Note	
Clip Version		Vdiag		Program No.		Software version	

5. BORNEO 2 / ASDE (Without guided fault finding)	
INTERPRETATION OF FAULTS (If no fault, carry out a conformity check)	
CONFORMITY CHECK (Statuses / parameters / command modes)	
SEARCH BY CUSTOMER COMPLAINT	

5. BORNEO 3 (With guided fault finding)
If the fault is not resolved after dealing with the symptom code, carry out fault finding by dealing with the other DTCs present.

SYMPTOM CODES USED	
FAULT FINDING ASSOCIATED WITH THE FAULT	
UNGUIDED FAULT FINDING ❑	**FAULT FINDING BY FUNCTION** ❑

⚠️ **IF THE FAULT FINDING LASTS 2 HOURS, PLEASE SEND A CIR TO THE TECHLINE.**

6. **IDENTIFY THE ORIGIN OF THE FAULT (Check everything that could have generated the fault. Example: An oxidised terminal causes an electric malfunction, but the oxidation is due to moisture, which must be eliminated.)**

7. **BEFORE REPAIR (With guided fault finding: Apply the before repair procedure / Without guided fault finding: consult the repair procedures to determine the computer configurations to record, the measurements to be made on the part before dismantling, etc.)**
8. **REPAIR (Perform the repairs, applying the manufacturer's procedures, the tightening torques. etc.)**
9. **AFTER REPAIR (With guided fault finding: Apply the after repair procedure / without guided fault finding: Configure the computers, carry out system programming procedures, etc.)**

10. **CONFIRM THE REPAIR**	❑ The system is working properly	❑ No warning light illuminated
❑ No fault in the computers	❑ Radio operational	❑ Windows and sunroof initialised
❑ Customer notified	❑ Test certificate completed	❑ 'Alert CIR' for fault investigation or for the improvement of fault finding procedures

WARRANTY (information to be submitted)		
❑ Describe the cause of the fault	❑ Associated symptom code	❑ Approval granted
❑ Approval of fault search time		

Notes: