

CUSTOMER PROBLEM ANALYSIS CHECK

LEXUS NAVIGATION SYSTEM Check Sheet

Inspector's name: _____

| | | | |
|----------------------------|-----|-------------------|------------|
| Customer's Name | | Registration No. | |
| | | Registration Year | |
| | | Frame No. | |
| Date of Vehicle Brought in | / / | Odometer Reading | km Mile |

| | |
|-----------------------------|-------------------------------------------------------------------------------------------|
| Date Problem First Occurred | / / |
| Frequency Problem Occurs | <input type="checkbox"/> Constant <input type="checkbox"/> Intermittent (Times a day) |

| | | |
|-----------------|----------------------------|---------------------------------------------------------------|
| Problem Symptom | Navigation malfunction | <input type="checkbox"/> Cursor movement is defective. |
| | | <input type="checkbox"/> Cursor does not move. |
| | | <input type="checkbox"/> GPS mark does not appear. |
| | | <input type="checkbox"/> Map is not displayed. |
| | | <input type="checkbox"/> Others () |
| | Display malfunction | <input type="checkbox"/> Screen is dark. |
| | | <input type="checkbox"/> Screen is white. |
| | | <input type="checkbox"/> Color is not uniform. |
| | | <input type="checkbox"/> Screen is in disorder. |
| | | <input type="checkbox"/> Others () |
| | Control Switch malfunction | <input type="checkbox"/> Can not operate with panel switches. |
| | | <input type="checkbox"/> Can not operate with touch switches. |
| | | <input type="checkbox"/> Others () |

| | | | |
|-----------|-------------------------|----------------------------|----------------------------|
| DTC Check | Parts name | 1st time malfunction code. | 2nd time malfunction code. |
| | Navigation ECU | | |
| | Multi – Display | | |
| | Radio receiver assembly | | |
| | Gateway ECU | | |
| | Power amplifier | | |
| | CD auto changer | | |