

# CUSTOMER PROBLEM ANALYSIS CHECK

## BACK DOOR POWER WINDOW CONTROL SYSTEM Check Sheet

Inspector's name; \_\_\_\_\_

Customer's Name		Registration No.	
		Registration Year	
		Frame No.	
Date Vehicle Brought in	/ /	Odometer Reading	km miles

Date Problem First Occurred		/ /
Frequency Problem Occurs		<input type="checkbox"/> Constant <input type="checkbox"/> Sometimes (   times per   day, month) <input type="checkbox"/> Once only
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 (   °C [   °F] )

Malfunction Symptoms	<input type="checkbox"/> AUTO UP/DOWN function does not operate	
	<input type="checkbox"/> Door glass goes down during AUTO UP operation	
	<input type="checkbox"/> Manual UP/DOWN function does not operate	
	<input type="checkbox"/> Manual UP/DOWN function via back door lock key cylinder does not operate	
DTC	<input type="checkbox"/> No code <input type="checkbox"/> B1241 <input type="checkbox"/> B1287 <input type="checkbox"/> B2221	
Condition when recovered normal	<input type="checkbox"/> IG ON <input type="checkbox"/> Engine started <input type="checkbox"/> (   ) Switch operated	
Condition when problem occurred	Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/> IG OFF <input type="checkbox"/> ON <input type="checkbox"/> (   ) Switch operated <input type="checkbox"/> Others (   )