

# CUSTOMER PROBLEM ANALYSIS CHECK

## THEFT DETERRENT SYSTEM Check Sheet

Inspector's name: \_\_\_\_\_

|                         |     |                   |             |
|-------------------------|-----|-------------------|-------------|
| Customer's Name         |     | VIN               |             |
|                         |     | Production Date   |             |
|                         |     | License Plate No. |             |
| Date Vehicle Brought in | / / | Odometer Reading  | km<br>miles |

|                                          |                                                                                                                                                                                   |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date Problem First Occurred              | / /                                                                                                                                                                               |
| Frequency Problem Occurs                 | <input type="checkbox"/> Constant <input type="checkbox"/> Sometimes (    Times per    day, month)<br><input type="checkbox"/> Once only                                          |
| Weather Conditions When Problem Occurred | Weather<br><input type="checkbox"/> Fine <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy<br><input type="checkbox"/> Various/Others |
|                                          | Outdoor Temperature<br><input type="checkbox"/> Hot <input type="checkbox"/> Warm <input type="checkbox"/> Cool<br><input type="checkbox"/> Cold (Approx.    °C (    °F))         |

### Problem Symptom

|                                                                                                                                            |                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Theft deterrent system cannot be set                                                                              |                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <input type="checkbox"/> Security indicator does not flash when theft deterrent system is set<br>(It stays ON or does not light up at all) |                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <input type="checkbox"/> Theft deterrent system does not operate                                                                           | <input type="checkbox"/> When door is opened<br><input type="checkbox"/> When engine hood is opened                                                                                                                                | <u>Malfunction</u><br><input type="checkbox"/> Horns only<br><input type="checkbox"/> Security horn only<br><input type="checkbox"/> Headlamps only<br><input type="checkbox"/> Taillamps only<br><input type="checkbox"/> Door lock operation only<br><input type="checkbox"/> Hazard warning lamp only<br><input type="checkbox"/> Room lamp only<br><input type="checkbox"/> Theft warning siren only<br><input type="checkbox"/> Intrusion sensor only |
| <input type="checkbox"/> Theft deterrent system cannot be canceled once set                                                                | <input type="checkbox"/> When door is unlocked using wireless door lock control system                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <input type="checkbox"/> Theft deterrent system cannot be canceled during warning operation                                                | <input type="checkbox"/> When door is unlocked using wireless door lock control system<br><input type="checkbox"/> When key is inserted into ignition key cylinder and ignition switch is turned ON-OFF 10 times within 15 seconds |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <input type="checkbox"/> Warning operation does not start when theft deterrent system is set and door is opened with key                   |                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <input type="checkbox"/> Other                                                                                                             |                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |