

# CUSTOMER PROBLEM ANALYSIS CHECK

## Supplemental Restraint 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 Occurred | / /  |
| Weather               | <input type="checkbox"/> Fine <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy <input type="checkbox"/> Other |
| Temperature           | Approx.  |

|                    |   |
|--------------------|---|
| Vehicle Operation  | <input type="checkbox"/> Starting <input type="checkbox"/> Idling<br><input type="checkbox"/> Driving [ <input type="checkbox"/> Constant speed <input type="checkbox"/> Acceleration <input type="checkbox"/> Deceleration<br><input type="checkbox"/> Other ] |
| Road Conditions    |   |
| Details of Problem |   |

|  |  |
|--|--|
| Vehicle Inspection and Repair History Prior to Occurrence of Malfunction (Including Supplemental Restraint System) |  |
|--|--|

### Diagnosis System Inspection

|                              |          |   |
|------------------------------|----------|---|
| SRS Warning Light Inspection | 1st Time | <input type="checkbox"/> Remains ON <input type="checkbox"/> Sometimes Lights Up <input type="checkbox"/> Does Not Light Up |
|                              | 2nd Time | <input type="checkbox"/> Remains ON <input type="checkbox"/> Sometimes Lights Up <input type="checkbox"/> Does Not Light Up |
| DTC Inspection               | 1st Time | <input type="checkbox"/> Normal Code <input type="checkbox"/> Malfunction Code [ Code. ]                                    |
|                              | 2nd Time | <input type="checkbox"/> Normal Code <input type="checkbox"/> Malfunction Code [ Code. ]                                    |