

# HOW TO PROCEED WITH TROUBLESHOOTING

Perform troubleshooting in accordance with the procedure on the following page.

## 1 CUSTOMER PROBLEM ANALYSIS

Using the customer problem analysis check sheet for reference, ask the customer in as much detail as possible about the problem.

## 2 PROBLEM SYMPTOM CONFIRMATION, 3 SYMPTOM SIMULATION.

Confirm the problem symptoms. If the problem does not reappear, be sure to simulate the problem using the "Problem Simulation Methods".

When checking the problem symptoms, pay attention to the following points to accurately define the symptoms and the extent of the problem:

For "Not Functioning" problems:

- (1) Is the problem only in one part (e.g. "reclining only"), or everything?
- (2) Is the problem only for manual operation, only for position return operation, or for both manual and position return operation?
- (3) Is tilt, telescopic and outer mirror operation normal?
- (4) Does the problem occur with the ignition key inserted, or not inserted?

## 4 MATRIX CHART OF PROBLEM SYMPTOMS

Confirm the order of inspection on the matrix chart for the particular problem symptom involved. For "Not Functioning" problems, pay attention to the points in 2. to find out the specifics of the problem, then choose the most appropriate problem symptom from among those listed on the matrix chart, and proceed with troubleshooting accordingly.

## 5 CIRCUIT INSPECTION

Proceed with diagnosis of each circuit in accordance with the inspection order confirmed in 4.

Determine whether the cause of the problem is in the sensor, actuators, wire harness and connectors, or the ECU.

## 6 POSITION SENSOR CHECK

This function checks that the signal from each position sensor is correctly input into the ECU when the manual switch is turned ON. The instructions for this diagnosis are included in the flow chart for the position sensor circuit.

## 7 REPAIR

After the cause of the problem is located, perform repairs by following the inspection and replacement procedures in this manual.

## 8 CONFIRMATION TEST

After completing repairs, confirm that the problem is eliminated and that tilt, telescopic and outer mirror operation is normal.

