

## 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, obtain 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".

### 4. MATRIX CHART OF PROBLEM SYMPTOMS

Confirm the order of inspection for each applicable problem symptom on the matrix chart after first fully confirming the scope of the problem symptoms. For example, if the tilt operation is not working, check whether the tilt is not working in manual, auto and return, and also check if the telescopic, seat or mirror operation is not working in addition to the tilt operation.

### 5. CIRCUIT INSPECTION

Proceed with diagnosis of each circuit in accordance with the inspection order confirmed in 4.. Judge whether the cause of the problem is in the sensor, actuators, wire harness and connectors, or the ECU.

### 6. REPAIR

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

### 7. CONFIRMATION TEST

After completing repairs, confirm not only that the malfunction is eliminated, but also seat and mirror operations are normal.

