

1A



FI System Troubleshooting

Customer Complaint Analysis

Record details of the problem (failure, complaint) and how it occurred as described by the customer. For this purpose, use of such an inspection form such as following will facilitate collecting information to the point required for proper analysis and diagnosis.

NOTE:

This form is a standard sample. The form should be modified according to conditions and characteristic of each market.

EXAMPLE: CUSTOMER PROBLEM INSPECTION FORM

User name:	Model:	VIN:
Date of issue:	Date Reg.:	Date of problem: Mileage:

Malfunction indicator light condition (LED)	<input type="checkbox"/> Always ON / <input type="checkbox"/> Sometimes ON / <input type="checkbox"/> Always OFF / <input type="checkbox"/> Good condition
Malfunction display/code (LCD)	User mode: <input type="checkbox"/> No display / <input type="checkbox"/> Malfunction display () Dealer mode: <input type="checkbox"/> No code / <input type="checkbox"/> Malfunction code ()

PROBLEM SYMPTOMS

<input type="checkbox"/> Difficult Starting <input type="checkbox"/> No cranking <input type="checkbox"/> No initial combustion <input type="checkbox"/> No combustion <input type="checkbox"/> Poor starting at (<input type="checkbox"/> cold / <input type="checkbox"/> warm / <input type="checkbox"/> always) <input type="checkbox"/> Other	<input type="checkbox"/> Poor Driveability <input type="checkbox"/> Hesitation on acceleration <input type="checkbox"/> Back fire / <input type="checkbox"/> After fire <input type="checkbox"/> Lack of power <input type="checkbox"/> Surging <input type="checkbox"/> Abnormal knocking <input type="checkbox"/> Engine rpm jumps briefly <input type="checkbox"/> Other
<input type="checkbox"/> Poor Idling <input type="checkbox"/> Poor fast Idle <input type="checkbox"/> Abnormal idling speed (<input type="checkbox"/> High / <input type="checkbox"/> Low) (r/min) <input type="checkbox"/> Unstable <input type="checkbox"/> Hunting (r/min to r/min) <input type="checkbox"/> Other	<input type="checkbox"/> Engine Stall when <input type="checkbox"/> Immediately after start <input type="checkbox"/> Throttle valve is opened <input type="checkbox"/> Throttle valve is closed <input type="checkbox"/> Load is applied <input type="checkbox"/> Other
<input type="checkbox"/> OTHERS:	













MOTORCYCLE/ENVIRONMENTAL CONDITION WHEN PROBLEM OCCURS

Environmental condition	
Weather	<input type="checkbox"/> Fair / <input type="checkbox"/> Cloudy / <input type="checkbox"/> Rain / <input type="checkbox"/> Snow / <input type="checkbox"/> Always / <input type="checkbox"/> Other
Temperature	<input type="checkbox"/> Hot / <input type="checkbox"/> Warm / <input type="checkbox"/> Cool / <input type="checkbox"/> Cold (°C / °F) / <input type="checkbox"/> Always
Frequency	<input type="checkbox"/> Always / <input type="checkbox"/> Sometimes (times / day, month) / <input type="checkbox"/> Only once <input type="checkbox"/> Under certain condition
Road	<input type="checkbox"/> Urban / <input type="checkbox"/> Suburb / <input type="checkbox"/> Highway / <input type="checkbox"/> Mountainous (<input type="checkbox"/> Uphill / <input type="checkbox"/> Downhill) <input type="checkbox"/> Tarmacadam / <input type="checkbox"/> Gravel / <input type="checkbox"/> Other
Motorcycle condition	
Engine condition	<input type="checkbox"/> Cold / <input type="checkbox"/> Warming up phase / <input type="checkbox"/> Warmed up / <input type="checkbox"/> Always / <input type="checkbox"/> Other at starting <input type="checkbox"/> Immediately after start / <input type="checkbox"/> Racing without load / <input type="checkbox"/> Engine speed (r/min)
Motorcycle condition	During driving: <input type="checkbox"/> Constant speed / <input type="checkbox"/> Accelerating / <input type="checkbox"/> Decelerating <input type="checkbox"/> Right hand corner / <input type="checkbox"/> Left hand corner <input type="checkbox"/> At stop / <input type="checkbox"/> Motorcycle speed when problem occurs (km/h, mile/h) <input type="checkbox"/> Other:



Visual Inspection

Prior to diagnosis using the mode select switch or SDS, perform the following visual inspections. The reason for visual inspection is that mechanical failures (such as oil leakage) cannot be displayed on the screen with the use of mode select switch or SDS.

Inspection Item		Referring section
Engine oil	Level	
	Leakage	
Engine coolant	Level	
	Leakage	
Fuel	Level	—
	Leakage	
Air cleaner element	Dirt	
	Clogging	
Battery	Corrosion of terminal	
Throttle cable	Play	
Vacuum hoses of air intake system	Disconnection	—
	Looseness	—
	Bend	—
Fuses	Burning	—
FI indicator light	Operation	
Each warning indicator light	Operation	
Speedometer	Operation	
Exhaust system	Leakage of exhaust gas	
	Noise	
Harness coupler	Disconnection	
	Poor contact	