

2012 - Mazda6 - HVAC

NO.5 NO TEMPERATURE CONTROL WITH CLIMATE CONTROL UNIT [FULL-AUTO AIR CONDITIONER]

5	No temperature control with climate control unit	
DESCRIPTION	• Malfunction in A/C unit and/or climate control unit air mix system • Malfunction in driver and/or passenger side air mix actuator or related wiring harness	
POSSIBLE CAUSE	• A/C unit air mix link, air mix crank, air mix rod, malfunction • Climate control unit rack-and-pinion, malfunction • A/C unit air mix door malfunction • Heater piping malfunction	

Diagnostic procedure

STEP	INSPECTION	ACTION	
1	INSPECT COOLANT TEMPERATURE • Is the coolant sufficiently warmed up?	Yes	Go to the next step.
		No	Warm up the engine, then go to Step 9.
2*	INSPECT CLIMATE CONTROL UNIT POWER SUPPLY FUSE FOR B+ SIGNAL • Is the climate control unit power supply fuse for B+ signal normal?.	Yes	Go to the next step.
		No	Inspect for short to GND in blown fuse circuit. Repair or replace as necessary. Install appropriate amperage fuse.
3*	INSPECT TO SEE WHETHER MALFUNCTION (OPEN CIRCUIT) IS IN B+ SIGNAL WIRING HARNESS (BETWEEN FEUSE BLOCK AND CLIMATE CONTROL UNIT) OR ELSEWHERE	Yes	Go to the next step.
		No	Repair wiring harness between fuse block and climate control unit, then go to Step 21.

	• Disconnect the climate control unit connector (24-pin). • Switch the ignition to ON. • Measure voltage at climate control unit harness-side connector (24-pin) terminal 1E (B+ signal). • Is the voltage approx. 12V?		
*4	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY) WIRING HARNESS (BETWEEN CLIMATE CONTROL UNIT AND GND) OR ELSEWHERE • Climate control unit connector (24-pin) disconnected. • Verify that continuity between climate control unit harness-side connector (24-pin) terminal 1D and GND. • Is the continuity?	Yes	Go to the next step.
		No	Repair wiring harness between climate control unit and GND. Inspect GND point condition. Then go to Step 21.
*5	INSPECT TO SEE WHETHER MALFUNCTION IS IN BLOWER UNIT OR AIR MIX ACTUATOR • Switch the ignition to ON. • Measure the voltage at climate control unit terminal 2C (drive-side) and 2A (passenger-side) (12-pin) when temperature control dial at MAX HOT and MAX COLD. (See CLIMATE CONTROL UNIT INSPECTION [FULL-AUTO AIR CONDITIONER].) • Is voltage normal?	Yes	Go to Step 17.
		No	Go to the next step.
*6	INSPECT TO SEE WHETHER MALFUNCTION IS IN POSITION SENSOR OR ELSEWHERE • Switch the ignition to ON. • Measure voltage at climate control unit terminal 2B (12-pin) when airflow mode change to DEF and VENT (See CLIMATE CONTROL UNIT INSPECTION [FULL-AUTO AIR CONDITIONER].) • Is voltage normal?	Yes	Go to Step 9.
		No	Go to the next step.
*7	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY OR SHORT TO BATTERY POWER OR GND) IS IN	Yes	Go to the next step.

	POSITION SENSOR POWER SUPPLY (CLIMATE CONTROL UNIT TERMINAL 2K) OR ELSEWHERE • Switch the ignition to ON. • Measure voltage at climate control unit terminal 2K (12-pin). • Is voltage approx. 5V?	No Repair wiring harness between climate control unit terminal 2K and follows: • Driver side air mix actuator terminal D • Passenger side air mix actuator terminal F • Airflow mode actuator terminal F • Rear vent actuator terminal F Then go to Step 21.
*8	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONINUITY OR OPEN) IS IN POSITION SENSOR GND (CLIMATE CONTROL UNIT TERMINAL 2L) OR ELSEWHERE • Measure voltage at climate control unit terminal 2L (12-pin). • Is the voltage below. 1.0V?	YesGo to Step 12. No Repair wiring harness between climate control unit terminal 2L and follows: • Driver side air mix actuator terminal F • Passenger side air mix actuator terminal D • Airflow mode actuator terminal D • Rear vent actuator terminal D Then go to Step 21.
9	INSPECT TO SEE WHETHER MALFUNCTION (SHORT TO POWER) IS IN WIRING HARNESS (AIR MIX POSITION SIGNAL) OR ELSEWHERE • Is climate unit terminal 2C (driver-side) and 2A (passenger-side) voltage approx. 12V, at Step 5?	YesRepair wiring harness between climate control unit terminal 2C (driver-side) and 2A (passenger-side) and each side air mix actuator terminal E. Then go to Step 21. No Go to the next step.

*10	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY) IS IN WIRING HARNESS (AIR MIX POSITION SIGNAL) OR ELSEWHERE • Switch the ignition to off. • Disconnect the climate control and air mix actuator connectors. • Verify continuity between climate control unit terminal 2C (driver-side) and 2A (passenger-side) (12-pin) and each side air mix actuator terminal E at harness-side connector. • Is there continuity?	Yes Go to the next step. No Repair wiring harness between climate control unit terminal 2C (driver-side) and 2A (passenger-side) and each side air mix actuator terminal E. Then go to Step 21.
*11	INSPECT TO SEE WHETHER MALFUNCTION (SHORT TO GND) IS IN WIRING HARNESS (AIR MIX POSITION SIGNAL) OR POSITION SENSOR COMMON (POWER SUPPLY OR GND) HARNESS • Verify continuity between climate control unit harness-side connector terminal 2C (driver-side) and 2A (passenger-side) (12-pin) and GND. • Is there continuity?	Yes Repair wiring harness between climate control unit terminal 2C (driver-side) and 2A (passenger-side) and each side air mix actuator terminal E. Then go to Step 21. No Inspect and repair for open circuit following: • Between driver side air mix actuator terminal D and junction point to airflow mode actuator (position sensor power supply). • Between passenger side air mix actuator terminal F and junction point to airflow mode actuator (position sensor power supply). • Between driver side air mix actuator terminal F and junction point to airflow mode actuator (position sensor GND). • Between passenger side

			air mix actuator terminal D and junction point to airflow mode actuator (position sensor GND). Then go to Step 21.
*12	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY) IS IN AIR MIX ACTUATOR WIRING HARNESS (BETWEEN CLIMATE CONTROL UNIT AND AIR MIX ACTUATOR) OR ELSEWHERE • Switch the ignition to ON. • Measure voltage at the following terminals of climate control unit. Driver-side: ▪ Terminal 1R (24-pin, COLD motor drive signal) ▪ Terminal 1P (24-pin, HOT motor drive signal) Passenger-side ▪ Terminal 1Q (24-pin, COLD motor drive signal) ▪ Terminal 1O (24-pin, HOT motor drive signal) (See CLIMATE CONTROL UNIT INSPECTION [FULL-AUTO AIR CONDITIONER].) • Are voltages okay?	Yes	Go to the next step.
		No	Go to Step 14.
*13	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY) IS IN AIR MIX ACTUATOR OR WIRING HARNESS (BETWEEN CLIMATE CONTROL UNIT AND AIR MIX ACTUATOR) • Measure voltage at the following terminals of air mix actuator. ▪ Terminal A (driver-side)/B (passenger-side) (COLD motor drive signal) ▪ Terminal B (driver-side)/A (passenger-side) (HOT motor drive signal)	Yes	Go to Step 14.
		No	Repair wiring harness between climate control unit and air mix actuator. Then go to Step 21.

	• Are voltage s as shown below? ▪ COLD motor drive signal: approx. 10V during COLD and approx. 0.5V during HOT ▪ HOT motor drive signal: approx. 0.5V during HOT and approx. 10V during HOT		
*14	INSPECT TO SEE WHETHER MALFUNCTION IS IN AIR MIX ACTUATOR OR ELSEWHERE • Disconnect the air mix actuator. • Measure voltage at the following terminals of climate control unit. Driver-side: ▪ Terminal 1R (24-pin, COLD motor drive signal) ▪ Terminal 1P (24-pin, HOT motor drive signal) Passenger-side ▪ Terminal 1Q (24-pin, COLD motor drive signal) ▪ Terminal 1O (24-pin, HOT motor drive signal) (See CLIMATE CONTROL UNIT INSPECTION [FULL-AUTO AIR CONDITIONER].) • Are voltages okay?	Yes	Go to Step 17.
		No	Repair wiring between climate control unit and air mix actuator. Then go to Step 21.
*15	INSPECT TO SEE WHETHER MALFUNCTION IS IN WIRING HARNESS (SHORT TO B+ BETWEEN CLIMATE CONTROL UNIT AND AIR MIX ACTUATOR) OR ELSEWHERE • Disconnect the climate control unit connector. • Measure voltage at the following terminals of the climate control unit harness-side connector. Driver-side: ▪ Terminal 1R (24-pin, COLD motor drive signal) ▪ Terminal 1P (24-pin, HOT motor drive signal) Passenger-side	Yes	Go to the next step.
		No	Repair wiring harness between climate control unit and air mix actuator. Then go to Step 21.

	▪ Terminal 1Q (24-pin, COLD motor drive signal) ▪ Terminal 1O (24-pin, HOT motor drive signal) • Are voltages approx. 0V?		
*16	INSPECT TO SEE WHETHER MALFUNCTION IS IN WIRING HARNESS (SHORT TO GND BETWEEN CLIMATE CONTROL UNIT AND AIR MIX ACTUATOR) OR ELSEWHERE • Switch the ignition to off. • Verify that continuity at the following harness-aide connector terminals between climate control unit and GND. Driver-side: ▪ Terminal 1R (24-pin, COLD motor drive signal) ▪ Terminal 1P (24-pin, HOT motor drive signal) Passenger-side: ▪ Terminal 1Q (24-pin, COLD motor drive signal) ▪ Terminal 1O (24-pin, HOT motor drive signal) • Is there continuity?	Yes	Repair wiring harness between climate control unit and air mix actuator. Then go to Step 21.
		No	Go to the next step.
17	INSPECT AIR MIX ACTUATOR • Inspect the air mix actuator. (See AIR MIX ACTUATOR INSPECTION [FULL-AUTO AIR CONDITIONER].) • Is air mix actuator normal?	Yes	Go to the next step.
		No	Replace the suspected side air mix actuator. Then go to 21. (See AIR MIX ACTUATOR REMOVAL/ INSTALLATION [FULL-AUTO AIR CONDITIONER] .)
18	INSPECT AIR MIX LINK • Inspect air mix links for each-side. ▪ Is grease on link? ▪ Are links securely and properly installed? ▪ Are links free of obstructions	Yes	Go to the next step.
		No	Apply grease to links. If any links are damaged. replace malfunctioning part. Then go to Step 21.

	and hindrances?		
	• Are above items okay?		
19	INSPECT TO SEE WHETHER MALFUNCTION IS IN CLIMATE CONTROL UNIT OR AIR MIX DOOR ELSEWHERE • Inspect blower unit and each-side air mix door. ▪ Is door free of unit and obstruction, and damage? ▪ Are doors securely and properly installed? • Are above items okay?	Yes	Go to the next step.
		No	Remove the obstruction, or install door in proper position. If any door are cracked, replace them. Then go to the next step.
20	INSPECT HEATER LINES • Inspect heater lines for followings: ▪ Is heater piping free if damage and cracks? ▪ Are heater piping connections free of engine coolant leakage? ▪ Are heater piping installation points on A/C unit free of engine coolant leakage? • Are above items okay?	Yes	Replace the climate control unit. Then go to the next step. (See CLIMATE CONTROL UNIT REMOVAL/ INSTALLATION [FULL-AUTO AIR CONDITIONER] .)
		No	If heater piping connections is loosed, tighten connections with specified torque. Repair or replace heater piping. Then go to the next step.
21	VERIFY THAT MALFUNCTION SYMPTOM OCCURS AFTER REPAIR • Does the unit operate in every temperature setting?	Yes	Trouble shooting completed. Explain repairs customer.
		No	Recheck malfunction symptoms, then repeat from Step1 if the malfunction recurs.

2012 - Mazda6 - HVAC

NO.5 NO TEMPERATURE CONTROL WITH CLIMATE CONTROL UNIT [FULL-AUTO AIR CONDITIONER]

5	No temperature control with climate control unit
DESCRIPTION	• Malfunction in A/C unit and/or climate control unit air mix system • Malfunction in driver and/or passenger side air mix actuator or related wiring harness
POSSIBLE CAUSE	• A/C unit air mix link, air mix crank, air mix rod, malfunction • Climate control unit rack-and-pinion, malfunction • A/C unit air mix door malfunction • Heater piping malfunction

Diagnostic procedure

STEP	INSPECTION	ACTION
1	INSPECT COOLANT TEMPERATURE • Is the coolant sufficiently warmed up?	Yes Go to the next step.
		No Warm up the engine, then go to Step 9.
2*	INSPECT CLIMATE CONTROL UNIT POWER SUPPLY FUSE FOR B+ SIGNAL • Is the climate control unit power supply fuse for B+ signal normal?.	Yes Go to the next step.
		No Inspect for short to GND in blown fuse circuit. Repair or replace as necessary. Install appropriate amperage fuse.
3*	INSPECT TO SEE WHETHER MALFUNCTION (OPEN CIRCUIT) IS IN B+ SIGNAL WIRING HARNESS (BETWEEN FEUSE BLOCK AND CLIMATE CONTROL UNIT) OR ELSEWHERE	Yes Go to the next step.
		No Repair wiring harness between fuse block and climate control unit, then go to Step 21.

	• Disconnect the climate control unit connector (24-pin). • Switch the ignition to ON. • Measure voltage at climate control unit harness-side connector (24-pin) terminal 1E (B+ signal). • Is the voltage approx. 12V?		
*4	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY) WIRING HARNESS (BETWEEN CLIMATE CONTROL UNIT AND GND) OR ELSEWHERE • Climate control unit connector (24-pin) disconnected. • Verify that continuity between climate control unit harness-side connector (24-pin) terminal 1D and GND. • Is the continuity?	Yes	Go to the next step.
		No	Repair wiring harness between climate control unit and GND. Inspect GND point condition. Then go to Step 21.
*5	INSPECT TO SEE WHETHER MALFUNCTION IS IN BLOWER UNIT OR AIR MIX ACTUATOR • Switch the ignition to ON. • Measure the voltage at climate control unit terminal 2C (drive-side) and 2A (passenger-side) (12-pin) when temperature control dial at MAX HOT and MAX COLD. (See CLIMATE CONTROL UNIT INSPECTION [FULL-AUTO AIR CONDITIONER].) • Is voltage normal?	Yes	Go to Step 17.
		No	Go to the next step.
*6	INSPECT TO SEE WHETHER MALFUNCTION IS IN POSITION SENSOR OR ELSEWHERE • Switch the ignition to ON. • Measure voltage at climate control unit terminal 2B (12-pin) when airflow mode change to DEF and VENT (See CLIMATE CONTROL UNIT INSPECTION [FULL-AUTO AIR CONDITIONER].) • Is voltage normal?	Yes	Go to Step 9.
		No	Go to the next step.
*7	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY OR SHORT TO BATTERY POWER OR GND) IS IN	Yes	Go to the next step.

	POSITION SENSOR POWER SUPPLY (CLIMATE CONTROL UNIT TERMINAL 2K) OR ELSEWHERE • Switch the ignition to ON. • Measure voltage at climate control unit terminal 2K (12-pin). • Is voltage approx. 5V?	No Repair wiring harness between climate control unit terminal 2K and follows: • Driver side air mix actuator terminal D • Passenger side air mix actuator terminal F • Airflow mode actuator terminal F • Rear vent actuator terminal F Then go to Step 21.
*8	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONINUIITY OR OPEN) IS IN POSITION SENSOR GND (CLIMATE CONTROL UNIT TERMINAL 2L) OR ELSEWHERE • Measure voltage at climate control unit terminal 2L (12-pin). • Is the voltage below. 1.0V?	YesGo to Step 12. No Repair wiring harness between climate control unit terminal 2L and follows: • Driver side air mix actuator terminal F • Passenger side air mix actuator terminal D • Airflow mode actuator terminal D • Rear vent actuator terminal D Then go to Step 21.
9	INSPECT TO SEE WHETHER MALFUNCTION (SHORT TO POWER) IS IN WIRING HARNESS (AIR MIX POSITION SIGNAL) OR ELSEWHERE • Is climate unit terminal 2C (driver-side) and 2A (passenger-side) voltage approx. 12V, at Step 5?	YesRepair wiring harness between climate control unit terminal 2C (driver-side) and 2A (passenger-side) and each side air mix actuator terminal E. Then go to Step 21. No Go to the next step.

*10	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY) IS IN WIRING HARNESS (AIR MIX POSITION SIGNAL) OR ELSEWHERE • Switch the ignition to off. • Disconnect the climate control and air mix actuator connectors. • Verify continuity between climate control unit terminal 2C (driver-side) and 2A (passenger-side) (12-pin) and each side air mix actuator terminal E at harness-side connector. • Is there continuity?	Yes Go to the next step. No Repair wiring harness between climate control unit terminal 2C (driver-side) and 2A (passenger-side) and each side air mix actuator terminal E. Then go to Step 21.
*11	INSPECT TO SEE WHETHER MALFUNCTION (SHORT TO GND) IS IN WIRING HARNESS (AIR MIX POSITION SIGNAL) OR POSITION SENSOR COMMON (POWER SUPPLY OR GND) HARNESS • Verify continuity between climate control unit harness-side connector terminal 2C (driver-side) and 2A (passenger-side) (12-pin) and GND. • Is there continuity?	Yes Repair wiring harness between climate control unit terminal 2C (driver-side) and 2A (passenger-side) and each side air mix actuator terminal E. Then go to Step 21. No Inspect and repair for open circuit following: • Between driver side air mix actuator terminal D and junction point to airflow mode actuator (position sensor power supply). • Between passenger side air mix actuator terminal F and junction point to airflow mode actuator (position sensor power supply). • Between driver side air mix actuator terminal F and junction point to airflow mode actuator (position sensor GND). • Between passenger side

			air mix actuator terminal D and junction point to airflow mode actuator (position sensor GND).
			Then go to Step 21.
*12	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY) IS IN AIR MIX ACTUATOR WIRING HARNESS (BETWEEN CLIMATE CONTROL UNIT AND AIR MIX ACTUATOR) OR ELSEWHERE • Switch the ignition to ON. • Measure voltage at the following terminals of climate control unit. Driver-side: ▪ Terminal 1R (24-pin, COLD motor drive signal) ▪ Terminal 1P (24-pin, HOT motor drive signal) Passenger-side ▪ Terminal 1Q (24-pin, COLD motor drive signal) ▪ Terminal 1O (24-pin, HOT motor drive signal) (See CLIMATE CONTROL UNIT INSPECTION [FULL-AUTO AIR CONDITIONER].) • Are voltages okay?	Yes	Go to the next step.
		No	Go to Step 14.
*13	INSPECT TO SEE WHETHER MALFUNCTION (LACK OF CONTINUITY) IS IN AIR MIX ACTUATOR OR WIRING HARNESS (BETWEEN CLIMATE CONTROL UNIT AND AIR MIX ACTUATOR) • Measure voltage at the following terminals of air mix actuator. ▪ Terminal A (driver-side)/B (passenger-side) (COLD motor drive signal) ▪ Terminal B (driver-side)/A (passenger-side) (HOT motor drive signal)	Yes	Go to Step 14.
		No	Repair wiring harness between climate control unit and air mix actuator.
			Then go to Step 21.

	• Are voltage s as shown below? ▪ COLD motor drive signal: approx. 10V during COLD and approx. 0.5V during HOT ▪ HOT motor drive signal: approx. 0.5V during HOT and approx. 10V during HOT		
*14	INSPECT TO SEE WHETHER MALFUNCTION IS IN AIR MIX ACTUATOR OR ELSEWHERE • Disconnect the air mix actuator. • Measure voltage at the following terminals of climate control unit. Driver-side: ▪ Terminal 1R (24-pin, COLD motor drive signal) ▪ Terminal 1P (24-pin, HOT motor drive signal) Passenger-side ▪ Terminal 1Q (24-pin, COLD motor drive signal) ▪ Terminal 1O (24-pin, HOT motor drive signal) (See CLIMATE CONTROL UNIT INSPECTION [FULL-AUTO AIR CONDITIONER].) • Are voltages okay?	Yes	Go to Step 17.
		No	Repair wiring between climate control unit and air mix actuator. Then go to Step 21.
*15	INSPECT TO SEE WHETHER MALFUNCTION IS IN WIRING HARNESS (SHORT TO B+ BETWEEN CLIMATE CONTROL UNIT AND AIR MIX ACTUATOR) OR ELSEWHERE • Disconnect the climate control unit connector. • Measure voltage at the following terminals of the climate control unit harness-side connector. Driver-side: ▪ Terminal 1R (24-pin, COLD motor drive signal) ▪ Terminal 1P (24-pin, HOT motor drive signal) Passenger-side	Yes	Go to the next step.
		No	Repair wiring harness between climate control unit and air mix actuator. Then go to Step 21.

	▪ Terminal 1Q (24-pin, COLD motor drive signal) ▪ Terminal 1O (24-pin, HOT motor drive signal) • Are voltages approx. 0V?		
*16	INSPECT TO SEE WHETHER MALFUNCTION IS IN WIRING HARNESS (SHORT TO GND BETWEEN CLIMATE CONTROL UNIT AND AIR MIX ACTUATOR) OR ELSEWHERE • Switch the ignition to off. • Verify that continuity at the following harness-aide connector terminals between climate control unit and GND. Driver-side: ▪ Terminal 1R (24-pin, COLD motor drive signal) ▪ Terminal 1P (24-pin, HOT motor drive signal) Passenger-side: ▪ Terminal 1Q (24-pin, COLD motor drive signal) ▪ Terminal 1O (24-pin, HOT motor drive signal) • Is there continuity?	Yes	Repair wiring harness between climate control unit and air mix actuator. Then go to Step 21.
		No	Go to the next step.
17	INSPECT AIR MIX ACTUATOR • Inspect the air mix actuator. (See AIR MIX ACTUATOR INSPECTION [FULL-AUTO AIR CONDITIONER].) • Is air mix actuator normal?	Yes	Go to the next step.
		No	Replace the suspected side air mix actuator. Then go to 21. (See AIR MIX ACTUATOR REMOVAL/ INSTALLATION [FULL-AUTO AIR CONDITIONER] .)
18	INSPECT AIR MIX LINK • Inspect air mix links for each-side. ▪ Is grease on link? ▪ Are links securely and properly installed? ▪ Are links free of obstructions	Yes	Go to the next step.
		No	Apply grease to links. If any links are damaged. replace malfunctioning part. Then go to Step 21.

	and hindrances?		
	• Are above items okay?		
19	INSPECT TO SEE WHETHER MALFUNCTION IS IN CLIMATE CONTROL UNIT OR AIR MIX DOOR ELSEWHERE • Inspect blower unit and each-side air mix door. ▪ Is door free of unit and obstruction, and damage? ▪ Are doors securely and properly installed? • Are above items okay?	Yes	Go to the next step.
		No	Remove the obstruction, or install door in proper position. If any door are cracked, replace them. Then go to the next step.
20	INSPECT HEATER LINES • Inspect heater lines for followings: ▪ Is heater piping free if damage and cracks? ▪ Are heater piping connections free of engine coolant leakage? ▪ Are heater piping installation points on A/C unit free of engine coolant leakage? • Are above items okay?	Yes	Replace the climate control unit. Then go to the next step. (See CLIMATE CONTROL UNIT REMOVAL/ INSTALLATION [FULL-AUTO AIR CONDITIONER] .)
		No	If heater piping connections is loosed, tighten connections with specified torque. Repair or replace heater piping. Then go to the next step.
21	VERIFY THAT MALFUNCTION SYMPTOM OCCURS AFTER REPAIR • Does the unit operate in every temperature setting?	Yes	Trouble shooting completed. Explain repairs customer.
		No	Recheck malfunction symptoms, then repeat from Step1 if the malfunction recurs.