

ENGINE DRIVEABILITY

Customer Diagnostic Survey Form

CUSTOMER NAME _____ DATE _____

REPAIR ORDER # _____ LICENSE # _____

SERVICE ADVISOR _____ VIN _____

IT HAPPENS WHEN....

WHEN THE PROBLEM OCCURS

- Light to medium acceleration
- Hard acceleration
- Decelerating (foot off accelerator)
- Cruising (constant highway speed)
- Braking slowly _____ suddenly _____
- Turning
- Air conditioning on
- Air conditioning off
- Hot days
- Cool / cold days
- Humid / rainy days
- Other _____

Ambient Temperature _____ degree

Engine temperature

- Cold Hot Warm

Outside temperature

- Cold Hot Warm

THE PROBLEM STARTED...

- Suddenly at _____ (odometer)
- Gradually at _____ (odometer)
- Just started _____ (odometer)
- Since the vehicle was new

TYPE OF FUEL USED

- Regular
- Mid-Grade
- Premium
- Alternative fuel _____
- Brand of fuel _____

DEFINE THE PROBLEM...

STARTING

Does the engine "crank"? Yes No

Does the engine start? Yes No

If yes, how long does it take the engine to start _____ seconds

Does the engine stop immediately after starting? Yes No

Is the vehicle equipped with an alarm system? Yes No

Is the vehicle equipped with a remote starter system? Yes No

IDLE

Engine idles rough / unsteady? Yes No

Engine idles too fast? Yes No

PERFORMANCE

Describe the vehicle's engine performance problem(s). (Check all that apply)

- Hesitates or stalls on acceleration
- Stalls on deceleration or quick stops
- Lacks power
- Misses under load
- "Pings" or "knocks"
- Runs on after key is turned off
- Backfires (popping noise)
- Speed changes without touching accelerator
- Check engine light is on
- Other (describe) _____

THE PROBLEM OCCURS...

- Rarely
- Sometimes
- Always

CUSTOMER SIGNATURE _____