

CUSTOMER DIAGNOSTIC WORKSHEET

To assist us in making a fast and accurate diagnosis of your vehicle's condition, we ask that you complete the following:

Engine Driveability

Symptom

- no crank, no start
- engine cranks (starter operates) but won't start
- hard starting (but does start)
- idle is rough
- idle is too high/low/surges
- engine hesitates or stumbles or cuts out
- engine pings or knocks
- engine light/malfunction indicator light (MIL)/service engine soon on or flashing
- speed fluctuates without using the accelerator
- engine backfires (popping noise)
- poor gas mileage _____ mpg _____ use to be
- other _____

What type of fuel?
 Regular mid-grade premium
 What brand of fuel? _____
 At what speed does it occur? _____ mph
 At what engine speed (RPM)? _____ rpm

When does it occur?

- When the vehicle is not moving (engine is idling)
- After the vehicle is parked for several hours
- During acceleration deceleration while turning
 Does it hard medium light

During braking
 Does it hard medium light

Other _____

Engine temperature at

- Cold warm-up normal all the time

Other _____

Weather conditions

- Only on hot days only on cool or cold days

Only when wet/rainy other _____

How often does it occur?

- Always sometimes rarely

When did the incident start occurring?

Transmission automatic manual

Symptom

Vehicle does not shift properly

- A sharp shock during shift vibration during shift
- Slippage, engine speed increases shift is delayed (shift speed too high)
- Will not shift at all shift is slow
- Transmission malfunction between gears
- Light is on
- Unusual noises- please describe: whine, rattle, growl, clunk, etc. (see next page for definitions)

Will not shift into over drive
 Oscillates in and out of overdrive
 Other _____

When does it occur?
 When the gear selector is in:
 P R N D OD S L

Manual shift mode
 When gear selector moves from:
 P/N to R P/N to D

When shifting:
 1&2 2&3 3&OD Other

When Overdrive switch is:
 On Off Both

When does it occur?

- When the vehicle is not moving (engine is idling)
- After the vehicle is parked for several hours
- During acceleration deceleration while turning
 Does it hard medium light

During braking
 Does it hard medium light

Other _____

Engine temperature at

- Cold warm-up normal all the time

Other _____

Weather conditions

- Only on hot days only on cool or cold days

Only when wet/rainy other _____

How often does it occur?

- Always sometimes rarely

When did the incident start occurring?

At what speed does it occur? _____ mph

At what engine speed (RPM)? _____ rpm

Heating and Air Conditioning (HVAC)

Symptom

Automatic Air Conditioning

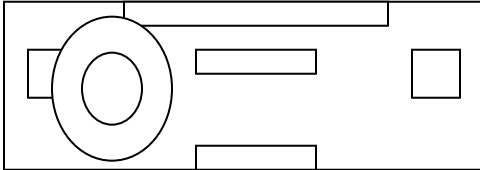
- Low/no heat
- Low/no cold air
- Defrosting issues
- Noises
- Uneven/incorrect air distribution

Manual Air Conditioning

- Low/no heat
- Low/no cold air
- Defrosting issues
- Noises
- Uneven/incorrect air distribution

Where is the air coming from or not from?

Please circle the vents with issues:



At what control setting does it occur? _____

When does it occur?

- When the vehicle is not moving (engine is idling)
- After the vehicle is parked for several hours
- During acceleration deceleration while turning
Does it hard medium light
- During braking
Does it hard medium light
- Other _____

Engine temperature at

- Cold warm-up normal all the time
- Other _____

Weather conditions

- Only on hot days only on cool or cold days
- Only when wet/rainy other _____

How often does it occur?

- Always sometimes rarely

When did the incident start occurring?

At what speed does it occur? _____ mph

At what engine speed (RPM)? _____ rpm

Electrical

Symptom

What system is having the problem?

I.e.: wipers, radio, lights, cruise control, wipers, windows, locks, etc. _____

Symptom

- System will not turn on/off
- System is completely inoperative
- Other _____

What type of noise if any? (see definitions below)

- Hum Hiss Whine Pop Click Rumble
- Whistle
- Other _____

Location of noises: _____

How often does it occur?

- Always Sometimes Rarely

When did the incident start occurring?

Ever since: _____

Problem just started

Other _____

When does it occur?

- When the vehicle is not moving (engine is idling)
- After the vehicle is parked for several hours
- During acceleration deceleration while turning
Does it hard medium light
- During braking
Does it hard medium light
- Other _____

Engine temperature at

- Cold warm-up normal all the time
- Other _____

Weather conditions

- Only on hot days only on cool or cold days
- Only when wet/rainy other _____

How often does it occur?

- Always sometimes rarely

When did the incident start occurring?

At what speed does it occur? _____ mph

At what engine speed (RPM)? _____ rpm

Any other conditions when the problem occurs or gets worse? (Please be specific)

Client's name and phone number: _____

Year, make, and model of vehicle: _____

Has any work or service been performed on the vehicle recently? Yes No If so, what was done?

Definitions of noise:

- Boom** A sound like a drum roll or distant thunder
Buzz Like a bumble bee
Click A light sound like a ball point pen being clicked
Clunk A metal to metal sound like a hammer striking steel
Creak Like walking on an old wooden floor
Grind An abrasive sound, like a grinding stone
Growl A low sound, like an angry dog
Hiss The sound that a leak in a tire makes
Hum A low pitch steady sound like the note of an organ
Knock Like a knock on a door
Pop A sound like opening a bottle of champagne
Rattle Like shaking a baby rattle
Rumble A low pitch sound like a bass or kettle drum roll
Squeak Like tennis shoes on a clean floor
Squeal A high pitch sound like finger nails against a chalk board
Thump Heavy, muffled knock noise
Tick Like a clock second hand
Whine A high pitch sound like an electric motor or drill
Whistle A high pitch sound like a note of a flute or piccolo
Wiggy Waggy Just checking to see if you were paying attention