

# ENGINE DRIVEABILITY

## Customer Diagnostic Questionnaire

<b>CUSTOMER NAME</b> _____	<b>DATE</b> _____
<b>REPAIR ORDER #</b> _____	<b>LICENCE#</b> _____
<b>SERVICE ADVISOR</b> _____	<b>VIN#</b> _____

**OCCURS**

- Light to medium acceleration
- Hard acceleration
- Deceleration (foot)

**IT HAPPENS WHEN....**

**WHEN THE PROBLEM** 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
- Alternate fuel \_\_\_\_\_
- Brand of fuel \_\_\_\_\_

**CUSTOMERS SIGNATURE**

\_\_\_\_\_

**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 a remote starter system?  Yes  No

**ENGINE IDLE**

- Idles rough / unsteady?  Yes  No
- Idles to 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