

Engine Driveability

Customer Diagnostic Survey Form

Name		Date		WO#	
Make		Model		Year	

The Problem Happens When...

When the problem occurs:

- Light to medium acceleration
- Hard acceleration
- Deceleration (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 _____ degrees

Engine temperature Cold Hot Warm

The problem started:

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

Type of fuel used:

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

The problem occurs:

Rarely Sometimes Always

Describe 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? Yes No

Idle

Engine idles rough/unsteady? Yes No

Engine idles too fast? Yes No

Performance

Describe the vehicle's engine performance problems(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 using the accelerator
- Check engine light is on
- Other (describe) _____

Customer Signature _____