

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 will not start
- Hard starting (but does start)
- Idle is rough
- Idle is too high / too low
- Engine hesitates or stumbles
- Engine pings or knocks
- Engine Light / Malfunction Indicator Light (MIL 'ON') / Service Engine Soon
- Speed fluctuates slightly without moving accelerator
- Engine backfires (popping noise)
- Poor gas mileage \_\_\_\_\_ mpg
- Other \_\_\_\_\_

#### What type of fuel?

- Unleaded  Premium Unleaded
- Mid-grade Unleaded

#### What brand of fuel?

At what vehicle speed does it occur? \_\_\_\_\_ mph

At what engine speed does it occur? \_\_\_\_\_ rpm

Any other conditions when problem occurs or gets worse? (please be specific) \_\_\_\_\_

#### When does it occur?

- When the vehicle is not moving (engine is idling)
- After the vehicle is parked for several hours
- During cruising  During deceleration  During turning
- During acceleration:  Hard  Medium  Light
- During braking:  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 humid or rainy  Other \_\_\_\_\_

#### How often does it occur?

- Always  Sometimes  Rarely

#### When did the incident start occurring?

- Ever since vehicle was new  Problem just started
- Other \_\_\_\_\_

### Automatic Transmission

#### Symptom

- Car 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 between gears
  - Transmission malfunction light on
  - Unusual noises – (please describe: whine, rattle, growl, clunk, etc.) (see reverse side for "Definitions of noise")
  - Will not shift into Overdrive
  - Oscillates in and out of Overdrive
  - Other \_\_\_\_\_

#### When does it occur?

#### When gear selector is in:

- P  R  N  D  D<sub>s</sub>  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 & Overdrive  Other

#### When Overdrive switch is:

- On  Off  Both

Any other conditions when problem occurs or gets worse? (please be specific) \_\_\_\_\_

#### Comments:

#### When does it occur?

- When the vehicle is not moving (engine is idling)
- After the vehicle is parked for several hours
- During cruising  During deceleration  During turning
- During acceleration:  Hard  Medium  Light
- During braking:  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 humid or rainy  Other \_\_\_\_\_

#### How often does it occur?

- Always  Sometimes  Rarely

#### When did the incident start occurring?

- Ever since vehicle was new  Problem just started
- Other \_\_\_\_\_

At what vehicle speed does it occur? \_\_\_\_\_ mph

At what engine speed does it occur? \_\_\_\_\_ rpm

Model / Year:

Customer Name: