

# ENGINE DRIVEABILITY

## Customer Diagnostic Survey Form

CUSTOMER NAME \_\_\_\_\_ DATE \_\_\_\_\_

REPAIR ORDER # \_\_\_\_\_ LICENCE # \_\_\_\_\_

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 \_\_\_\_\_