



VEHICLE SYMPTOM QUESTIONNAIRE.

Customer Name: _____

Vehicle Year, Make & Model: _____

SYMPTOMS



- Hard starting*
- Starts & dies
- Rough idle*
- Idle speed too high
- Idle speed too low
- Dies at idle*
- Poor fuel mileage
- Stalls
- Hesitation*
- Bucking*
- Backfire
- Engine knock*
- Dieseling*
- Loss of power on:
 - Uphill
 - High speed
 - Low speed
- Smoke from tailpipe:
 - Bluish
 - White
 - Black
- Quits running & won't restart easily while:
 - At idle
 - Driving
- Quits running & restarts easily while:
 - At idle
 - Driving

DRIVING HABITS – DO YOU?



- Start cold engine & drive immediately
- Start cold engine & allow warm up period
- Use mainly on highway
- Use mainly within city
- Average distance of miles driven daily _____

WHEN DOES IT OCCUR?



ENGINE TEMPERATURE

- Cold
- During warm up
- Normal
- All temperatures
- Warm restart
- Hot

OCCURRENCE FREQUENCY

- Always
- Intermittently
- Had problem since new
- After vehicle accumulated _____ mi.
- After previous repair
- On acceleration:
 - Hard
 - Medium
 - Light
- On deceleration
- At constant speeds
- In a specific gear: _____

FUEL TANK LEVEL DURING

- 1/4 or less
- 1/2
- 3/4
- All levels

OTHER FACTORS

- In the morning
- Cold weather
- Hot weather
- Wet weather (rain/snow)
- Damp weather (fog)
- After driven 2 mi. or less
- After driven 10 mi. or more
- During braking
- During highway operation
- During stop/go operation
- When specific accessories are on: _____
- Only at a specific speed _____ mph
- Only at a specific RPM _____

NOISE QUESTIONNAIRE



WHAT DO YOU HEAR?

- Whine** - A high-pitched sound, like an electric motor or drill
- Clunk** - A metal-to-metal sound, like a hammer striking steel
- Growl** - A low sound, like an angry dog
- Click** - A light sound, like a ballpoint pen being clicked
- Rattle** - A sound like marbles rolling around in a can
- Grind** - An abrasive sound, like a grinding stone
- Knock** - Like a knock on a door
- Hiss** - Like air escaping from a balloon
- Hum** - Like a wire humming in the wind
- Squeal** - A high-pitched sound like fingernails across a chalkboard
- Squeak** - A sound like rubbing a clean window
- Boom** - A sound like a drum roll or distant thunder

DRIVABILITY TERMINOLOGY



- *Dieseling:** Engine continues to run after ignition is shut off
- *Die Out:** Engine stalls without accelerator pedal movement
- *Hard Start:** Excessive cranking time
- *Hesitation:** A lack of response to initial throttle opening, occurring from a stand still or accelerating from any speed
- *Rough Idle:** Unsteady or erratic idle
- *Engine Knock:** Engine knock that occurs when accelerating
- *Surge:** Engine speed increase and decrease under constant throttle opening
- *Bucking:** Severe surge

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