

Customer Diagnostic Evaluation Form

Customer Information Help Form

Engine Driveability Diagnostic Evaluation

Please check the boxes and describe engine driveability conditions that apply to your vehicle.

Symptom

- Hard starting or not starting but cranks properly
- Excessive cranking time before starting
- Starts normally but engine stalls—will not run
- Rough (unsteady) idle speed
- Idle speed is too high
- Engine hesitates or stalls on acceleration
- Engine stalls on deceleration or quick stop
- Engine pings or knocks
- Engine runs on after key is turned off
- Engine backfires (popping noise)
- Speed changes without touching accelerator
- Poor gas mileage (_____MPG)
- Other: _____

When Does Driveability Problem Occur?

Engine temperature gauge at:

- Cold
- Warm-up (fast idle)
- Normal
- Hot
- At all temperature

Weather conditions:

Hot days
Cool or cold days
Humid or rainy days
Other: _____

Driving conditions:

Accelerating

Light

Medium

Hard

Decelerating (Foot off accelerator)

Cruising (constant highway speed)

Braking

Occurs at vehicle speed of

MPH

Occurs at engine speed of

RPM

What Type of Fuel is Used?

Regular

Unleaded

Premium unleaded

Gasohol

_____ Brand
of fuel used?

When did driveability Problem Start to Occur?

Suddenly occurred, Mileage

_____ Gradually occurred, Mileage

Just started

Since car was new

How Often Does Driveability Problem Occur?

Rarely Sometimes Always

Notes: _____
