

PQC – Engine

Caller's Name/Position:

_____ Number of times in for the same condition

_____ Number of days vehicle in dealership for same condition.

Y/N – Is the vehicle modified/non-production accessories (list below)?

Customer complaint

Personal or commercial use? (type of use if commercial)

Abuse or improper maintenance?

_____ OEM

_____ Goodwrench

Unit under warranty?

Mileage (warranty expiration):

Date (warranty expiration):

Describe the failure of the current unit and description of parts in REPAIR estimate over \$150.00

Serial #: _____

GOOWRENCH

Part #:

Serial #:

Site Code:

Mileage since the current GOODWRENCH engine was installed:

Date when current GOODWRENCH engine was installed:

Did the customer pay any portion when the GOODWRENCH engine was installed?

Repair Cost =

Replace Cost =

PQC Comments:

PQC – Engine (cont'd)

Symptoms (pick only the section(s) that apply)

Oil/Coolant Leak Concerns

Is engine leaking oil or coolant?

Has oil/coolant dye been added for examination?

Identify exact location of leak (seal, gasket, casting/porosity, etc.):

Cause of leak?

Driveability/DTCs/Performance

Does the engine have a noise or vibration concern?

Valvetrain or low end noise?

What cylinder(s) are affected?

What are cylinder compression readings?

What are cylinder leakage readings?

Does engine rotate freely?

Are any rotating components damaged?

If yes, please describe damage:

What is the condition of the engine oil?

Was the engine oil level correct?

Is the oil/coolant mixed?

Is there prior repair history?

If yes, list prior repairs performed to the vehicle: