

Customer Concern Verification Sheet - Engine Driveability

SYMPTOMS (Check All That Apply) – Engine:

- "Service Engine Soon" / "Malfunction Indicator Light" on Hard start / No start (Crank OK) Won't crank Engine stalls Engine miss
- Hesitates, stumbles or sags Miss while driving Surge or chuggle, buck – jerk - skip Rough idle Idle is too high Idle is too low
- Low power / Performance Cranks but doesn't start Poor Fuel Economy Highway City Pings, detonates Sulphur / rotten egg odor Exhaust smoke
- Runs on after key is turned off Increased oil consumption What is the reported fuel economy _____ Speed fluctuates without moving accelerator
- Backfires (popping noise) – under hood / tail pipe Engine Noise (Explain – whine, rattle, groan, clunk, etc.) _____ Other _____

OPERATING CONDITIONS (Check All That Apply) – How often does it occur?

- Always Few Seconds Few minutes Few hours Few days Few weeks Few months Variable
- Just Started Getting Better Getting Worse Since New Every _____ to _____ Miles (km) Unknown Other _____

Driving conditions:

- Light Throttle Med. Throttle Hard Throttle Starting At Idle Decelerating Over bumps While turning left When shifting
- While braking Any time Up hill Down hill Highway City / town Stop & go While turning right
- Only with A/C or Defrost on Cruising steady at _____ MPH (km/h) Between _____ MPH (km/h) and _____ MPH (km/h)

WHEN DOES IT OCCUR? – When Engine Temperature is:

- Cold Warm Hot All the time Only during warm up Intermittent and unable to duplicate Intermittent but can be duplicated (explain below)
- Only after the engine has been run to operating temperature, then shut off and restarted. The engine was run for _____ minutes/hours, and then shut off for _____ minutes/hours

Weather conditions:

- Very Cold: Below 0° F (-18°C) Cold: 0° – 32° F (-18°C to 0°C) Cool: 32° – 60° F (0°C to 16°C) Warm: 60° – 80° F (16°C to 27°C) Hot: Above 80° F (27°C)
- Any Environment Raining Dry Humid Snow / Ice Wet Roads
- Other (explain) _____

What Type of Fuel? _____ What Brand? _____

- Regular UL Mid Range UL Premium UL Ethanol E85 Diesel #1 Diesel #2 Various brands CNG
- Biodiesel If E85, what blend / alcohol % _____ Other _____

When Gear Selector Is In:

- Park/Neutral Reverse Overdrive Low Intermediate Drive 1 Drive 2 Drive 3 Other _____

Between Gears:

- Park to R or D Rev/Drive First / Second Second / Third Third / O-Drive Drive 1 O / D Other _____

For Dealer Use Only:

VIN: _____ Miles (km): _____ Technician # _____ Advisor #: _____