

Customer Concern Verification Sheet — Engine Driveability

Symptoms — Check All That Apply				
Backfire (Popping Noise): From the Tail Pipe ____ From Under the Hood ____		Cranks But Does Not Start ____	Cranks With a Hard Start ____ Cranks With a Very Long Time to Start ____	
Does Not Crank ____	Difficulty When Refueling the Vehicle ____ Fuel Odor When Refueling the Vehicle ____		Engine Continues to Run After Key is Turned OFF: All the Time ____ Sometime ____	
Engine Noise:				
Bang ____ Buzz ____ Chirping / Squeal ____ Clunk ____ Groan ____ Hammer ____ Ping / Detonation / Spark Knock ____ Rattle ____ Whine ____ Other (Describe) _____				
Engine Performance:				
Buck ____ Chuggle ____ Hesitation ____ Jerk ____ Sag ____ Skip ____ Stumble ____ Surge ____				
Engine Runs Hot ____	Engine Speed Fluctuates Without Moving the Accelerator ____	Engine Stalls ____	Exhaust Smells Like Sulphur (Rotten Eggs) ____	Exhaust is Smoky ____
Fuel Economy: Poor in City Driving ____ Poor in Highway Driving ____ What is the Reported Fuel Economy _____			Idle is Rough ____ Idle Searches ____	Idle is Too Low ____ Idle is Too High ____
Increased Engine Coolant Consumption ____	Increased Engine Oil Consumption ____	Low Power ____	Misfire ____	Other (Describe) _____
Illuminated Indicator Lights and/or Driver Information Center (DIC) Messages Displayed — Check All That Apply				
Check Engine Light is ON ____	Driver Information Center (DIC) Messages Are Displayed (Describe) _____	Malfunction Indicator Light is ON ____	Reduced Engine Power Message is Displayed	Service Engine Soon Light is ON ____
Other Indicator Lights are Illuminated (Describe) _____				
Operating Conditions — Check All That Apply				
When Did the Concern Start _____		Does the Concern Go Away ____	How Long Does it Last ____	How Often Does it Occur ____
Driving Conditions — Check All That Apply				
Accelerating: At the Beginning of the Acceleration ____	Cruising Between ____ MPH and ____ MPH Cruising Between ____ km/h and ____ km/h		Cruising Steady at: ____ MPH ____ km/h	Decelerating ____
Down Hill ____ Up Hill ____	Driving: City ____ Highway ____ Stop and Go ____		During Braking ____	During Idle ____
During Shifts ____	Only With A/C ON ____	Only With Defrost ON ____	No Throttle ____	Light Throttle ____
Medium Throttle ____	Hard Throttle ____	Wide Open Throttle ____	Towing ____	Other (Describe) _____

Customer Concern Verification Sheet — Engine Driveability (cont'd)

Symptoms — Check All That Apply				
At What Engine Temperature Does it Occur — Check All That Apply				
When the Engine Temperature is ____ °F	When the Engine Temperature is ____ °C	Any Temperature ____		
Weather and Environment Conditions — Check All That Apply				
Ambient Temperature: Very Cold: Colder Than 0°F (-18°C) ____ Cold: 0°F to 32°F (-18°C to 0°C) ____ Cool: 32°F to 60°F (0°C to 16°C) ____ Warm: 60°F to 80°F (16°C to 27°C) ____ Hot: Hotter Than 80°F (27°C) ____				
Any Environment ____	At Sea Level ____	At High Altitudes ____	Below Sea Level ____	Dry ____
High Humidity ____	Icy Conditions ____	Raining ____	Snowy Conditions ____	Wet Roads ____
What Type of Fuel is Used				
Biodiesel ____ Brands (Describe)	Diesel #1 ____ Brands (Describe)	Diesel #2 ____ Brands (Describe)	Compressed Natural Gas (CNG) ____ Brands (Describe)	
Ethanol E85 ____ What Blend / Alcohol % ____ Brands (Describe)	Regular Unleaded ____ Brands (Describe)	Mid Range Unleaded ____ Brands (Describe)	Premium Unleaded ____ Brands (Describe)	
When the Gear Selector is in What Range — Check All That Apply				
Park / Neutral ____	Reverse ____	Low ____	Intermediate Drive ____	Overdrive ____
Manual Gear Selection: D1 __ D2 __ D3 __ D4 __ D5 __ D6 __ D7 __				
At What Shift Point Does it Occur — Check All That Apply				
All Shift Points ____	Between Shifts From ____ MPH to ____ MPH	Between Shifts From ____ km/h to ____ km/h		
Does it Occur During Certain Gear Shifts — Check All That Apply				
Park to Reverse ____ Park to Drive ____	Reverse to Drive ____	First to Second ____ Second to Third ____	Third to Fourth ____ Overdrive ____	Other Gear (Describe)
This Section Is For Dealer Use Only:				
VIN: _____		Miles (km): _____	Technician #: _____	
Advisor #: _____				