

CUSTOMER PROBLEM ANALYSIS CHECK

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| ENGINE CONTROL SYSTEM Check Sheet | Inspector's Name _____ |
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|-------------------------|--|----------------------|-------------|
| Customer's Name | | Model and Model Year | |
| Driver's Name | | Frame No. | |
| Date Vehicle Brought in | | Engine Model | |
| License No. | | Odometer Reading | km miles |

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|-------------------------|--|--|--|---|
| Problem Symptoms | <input type="checkbox"/> Engine does not Start | <input type="checkbox"/> Engine does not crank | <input type="checkbox"/> No initial combustion | <input type="checkbox"/> No complete combustion |
| | <input type="checkbox"/> Difficult to Start | <input type="checkbox"/> Engine cranks slowly <input type="checkbox"/> Other _____ | | |
| | <input type="checkbox"/> Poor Idling | <input type="checkbox"/> Incorrect first idle <input type="checkbox"/> Idling rpm is abnormal <input type="checkbox"/> High (rpm) <input type="checkbox"/> Low (rpm) <input type="checkbox"/> Rough idling <input type="checkbox"/> Other _____ | | |
| | <input type="checkbox"/> Poor Driveability | <input type="checkbox"/> Hesitation <input type="checkbox"/> Back fire <input type="checkbox"/> Muffler explosion (after-fire) <input type="checkbox"/> Surging <input type="checkbox"/> Knocking <input type="checkbox"/> Other _____ | | |
| | <input type="checkbox"/> Engine Stall | <input type="checkbox"/> Soon after starting <input type="checkbox"/> After accelerator pedal depressed <input type="checkbox"/> After accelerator pedal released <input type="checkbox"/> During A/C operation <input type="checkbox"/> Shifting from N to D <input type="checkbox"/> Other _____ | | |
| | <input type="checkbox"/> Others | | | |

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| Dates Problem Occurred | |
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| Problem Frequency | <input type="checkbox"/> Constant <input type="checkbox"/> Sometimes (times per day/month) <input type="checkbox"/> Once only <input type="checkbox"/> Other _____ |
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| Condition When Problem Occurs | Weather | <input type="checkbox"/> Fine <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy <input type="checkbox"/> Various/Other _____ |
| | Outdoor Temperature | <input type="checkbox"/> Hot <input type="checkbox"/> Warm <input type="checkbox"/> Cool <input type="checkbox"/> Cold (approx. ____ °F/____ °C) |
| | Place | <input type="checkbox"/> Highway <input type="checkbox"/> Suburbs <input type="checkbox"/> Inner city <input type="checkbox"/> Uphill <input type="checkbox"/> Downhill <input type="checkbox"/> Rough road <input type="checkbox"/> Other _____ |
| | Engine Temp. | <input type="checkbox"/> Cold <input type="checkbox"/> Warming up <input type="checkbox"/> After warming up <input type="checkbox"/> Any temp. <input type="checkbox"/> Other _____ |
| | Engine Operation | <input type="checkbox"/> Starting <input type="checkbox"/> Just after starting (min.) <input type="checkbox"/> Idling <input type="checkbox"/> Racing <input type="checkbox"/> Driving <input type="checkbox"/> Constant speed <input type="checkbox"/> Acceleration <input type="checkbox"/> Deceleration <input type="checkbox"/> A/C switch ON/OFF <input type="checkbox"/> Other _____ |

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|----------------|------------------------|---|
| DTC Inspection | Normal Mode (Precheck) | <input type="checkbox"/> Normal <input type="checkbox"/> Malfunction code(s) (code) <input type="checkbox"/> Freezed frame data () |
| | Check (Test) Mode | <input type="checkbox"/> Normal <input type="checkbox"/> Malfunction code(s) (code) <input type="checkbox"/> Freezed frame data () |