2. Check List for Interview

A: CHECK

1. CHECK LIST NO. 1

Check the following items when problem has occurred.

NOTE:
Use copies of this page for interviewing customers.

Customer's name		Engine no.	
Date of sale		Fuel brand	
Date of repair		Odometer reading	km
Vin no.			miles
Weather	❏ Fine ❏ Cloudy ❏ Rainy ❏ Snowy ❏ Various/Others:		
Outdoor temperature	°F (°C)		
	❏ Hot ❏ Warm ❏ Cool ❏ Cold		
Place	❏ Highway ❏ Suburbs ❏ Inner city ❏ Uphill ❏ Downhill ❏ Rough road ❏ Others:		
Engine temperature	❏ Cold ❏ Warming-up ❏ After warming-up ❏ Any temperature ❏ Others:		
Engine speed	rpm		
Vehicle speed	MPH		
Driving conditions	❏ Not affected ❏ At starting ❏ While idling ❏ At racing ❏ While accelerating ❏ While cruising ❏ While decelerating ❏ While turning (RH/LH)		
Headlight	❏ ON/❏ OFF	Rear defogger	❏ ON/❏ OFF
Blower	❏ ON/❏ OFF	Radio	❏ ON/❏ OFF
A/C compressor	❏ ON/❏ OFF	CD/Cassette	❏ ON/❏ OFF
Cooling fan	❏ ON/❏ OFF	Car phone	❏ ON/❏ OFF
Front wiper	❏ ON/❏ OFF	CB	❏ ON/❏ OFF
Rear wiper	❏ ON/❏ OFF		

2. CHECK LIST NO. 2

Check the following items about the vehicle's state when MIL turns on.

NOTE:
Use copies of this page for interviewing customers.

a) Other warning lights or indicators turn on. ❏ Yes/❏ No
❏ Low fuel warning light ❏ Charge indicator light ❏ AT diagnostics indicator light ❏ ABS warning light ❏ VDC warning light ❏ Engine oil pressure warning light
b) Fuel level
• Lack of gasoline: ❏ Yes/❏ No • Indicator position of fuel gauge: • Lack of gasoline occurred in the past: ❏ Yes/❏ No
c) Intentional connecting or disconnecting of harness connectors or spark plug cords: ❏ Yes/❏ No
• What:
d) Intentional connecting or disconnecting of hoses: ❏ Yes/❏ No
• What:
e) Installing of parts other than genuine parts: ❏ Yes/❏ No
• What: • Where:
f) Occurrence of noise: ❏ Yes/❏ No
• From where: • What kind:
g) Occurrence of smell: ❏ Yes/❏ No
• From where: • What kind:
h) Intrusion of water into engine compartment or passenger compartment: ❏ Yes/❏ No
i) Troubles occurred
❏ Engine does not start. ❏ Engine stalls during idling. ❏ Engine stalls while driving. ❏ Engine speed decreases. ❏ Engine speed does not decrease. ❏ Rough idling ❏ Poor acceleration ❏ Back fire ❏ After fire ❏ No shift ❏ Excessive shift shock