

CUSTOMER PROBLEM ANALYSIS CHECK

ENGINE CONTROL SYSTEM Check Sheet

Inspector's
Name _____

Customer's Name		VIN	
Driver's Name		Production Date	
Data Vehicle Brought in		Licence Plate No.	
Engine model		Odometer Reading	km miles

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

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

Condition of malfunction indicator light (MIL)		☐ Remains on ☐ Sometimes light up ☐ Does not light up	
DTC Inspection	Normal Mode (Pre-check)	☐ Normal	☐ Malfunction code(s) (code) ☐ Freezed frame data ()
	Check Mode	☐ Normal	☐ Malfunction code(s) (code) ☐ Freezed frame data ()