2. Check List for Interview

A: CHECK

1. CHECK LIST NO. 1

Check the following item when problem has occurred.

NOTE:
Use copies of this page for interviewing customers.

Customer's name		Engine No.	
Date of purchase		Fuel brand	
Date of repair		Odometer reading	km
V.I.N.			miles
Weather	❏ Fine ❏ Cloudy ❏ Rainy ❏ Snowy ❏ Various/Others:		
Ambient air temperature	°C (°F)		
	❏ 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	km/h (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	Audio	❏ ON/❏ OFF
A/C compressor	❏ ON/❏ OFF	Car phone	❏ ON/❏ OFF
Radiator fan	❏ ON/❏ OFF		
Front wiper	❏ ON/❏ OFF		
Rear wiper	❏ ON/❏ OFF		

Check List for Interview

2. CHECK LIST NO. 2

Check the following item about the vehicle's state when malfunction indicator light illuminates.

NOTE:
Use copies of this page for interviewing customers.

a) Other warning lights or indicators illuminate. ❏ Yes / ❏ No
❏ Low fuel warning light ❏ Charge indicator light ❏ AT diagnostic indicator light ❏ ABS warning light ❏ Oil pressure indicator light
b) Fuel level
• Lack of gasoline: ❏ Yes / ❏ No • Indicator position of fuel gauge: • Experienced running out of fuel: ❏ 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 ❏ Does not shift. ❏ Excessive shift shock