DI31I–03

CUSTOMER PROBLEM ANALYSIS CHECK

ENGINE CONTROL SYSTEM Check Sheet

Inspector's Name _____

Customer's Name		Model and Model Year	
Driver's Name		Frame No.	
Date Vehicle Brought in		Engine Model	
License No.		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. ____ °F/____ °C)
	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 Glow plug indicator Lamp		☐ Remains on	☐ Sometimes lights up ☐ Does not light up
Diagnostic Trouble Code Inspection	Normal Mode (Precheck)	☐ Normal	☐ Malfunction code(s) (code) ☐ Freezed frame data ( )
	Check Mode	☐ Normal	☐ Malfunction code(s) (code) ☐ Freezed frame data ( )