

CUSTOMER PROBLEM ANALYSIS CHECK

ENGINE CONTROL SYSTEM Check Sheet

Inspector's
Name

Customer's Name		Model and Model Year	
Driver's Name		Frame No.	
Data 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 check engine warning light (CHK ENG)		☐ Remains on ☐ Sometimes light up ☐ Does not light up	
DTC Inspection	Normal mode (Precheck)	☐ Normal ☐ Malfunction code(s) (code) ☐ Freezed frame data ()	
	Check Mode	☐ Normal ☐ Malfunction code(s) (code) ☐ Freezed frame data ()	