

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 Temperature	☐ Cold ☐ Warming up ☐ After warming up ☐ Any temperature ☐ Other _____		
	Engine Operation	☐ Starting ☐ Just after starting (min.) ☐ Idling ☐ Racing ☐ Driving ☐ Constant speed ☐ Acceleration ☐ Deceleration ☐ A/C switch ON/OFF ☐ Other _____		

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