

CUSTOMER PROBLEM ANALYSIS CHECK SHEET

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 ☐ 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 _____
Conditions 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 Malfunction 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 [_____]