



# Customer Diagnostic Evaluation Form

Print this form, fill out applicable sections, and bring it with you when you drop off your vehicle.

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

### Symptom:

- Hard start/no start, but cranks properly
- No start and engine doesn't crank over
- Excessive cranking time before starting
- Starts normally but engine stalls or will not stay running
- Rough (unsteady) idle speed
- Idle speed is too high
- Idle fluctuates
- Engine hesitates or stalls on acceleration
- Engine stalls on deceleration or when coming to a stop
- Speed changes without touching accelerator
- Poor gas mileage (\_\_\_\_\_ MPG)
- Other: \_\_\_\_\_

### How often does the problem occur?

- Rarely     Always     Sometimes
- Accelerating:
  - Light
  - Medium
  - Hard
- Decelerating
- Cruising
- Braking
- Occurs at the vehicle speed of \_\_\_\_\_ MPH
- Occurs at the engine speed of \_\_\_\_\_ RPM

### When does drivability problem occur?

- Engine temperature gauge at:
- Cold             Warm-up (fast-idle)
  - Normal         Hot
  - All Temperatures

### Weather conditions:

- Hot days
- Cool/Cold days
- Humid/Rainy days

### When did the drivability problem start?

- \_\_\_\_\_ Days
- \_\_\_\_\_ Weeks

### What type of fuel is used?

- Regular                             Unleaded
- Premium Unleaded             Diesel
- Brand of fuel used: \_\_\_\_\_

### Driving Conditions (City/Highway):

- Other: \_\_\_\_\_

### Other Service Requests/Notes:

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