


Customer Diagnostic Evaluation Form

Your Info		Vehicle Info
Name: _____		Year: _____
Address: _____		Make: _____
Zip: _____		Model: _____
Phone: _____		Mileage: _____

Starting Problems	Miles/Day: <input type="checkbox"/> Less than 10 <input type="checkbox"/> 10-50 <input type="checkbox"/> 50+ Fuel Octane: <input type="checkbox"/> Low <input type="checkbox"/> Mid <input type="checkbox"/> High
<input type="checkbox"/> Will not crank <input type="checkbox"/> Cranks, but won't start <input type="checkbox"/> Starts, but takes a while	

Engine Problem
Quits: <input type="checkbox"/> Right after starting <input type="checkbox"/> When put in gear <input type="checkbox"/> Right after vehicle comes to a stop <input type="checkbox"/> During steady driving speed <input type="checkbox"/> While idling <input type="checkbox"/> During acceleration

Poor Idling Conditions
Idle Speed: <input type="checkbox"/> Too slow at all times <input type="checkbox"/> Too slow with A/C on <input type="checkbox"/> Too fast <input type="checkbox"/> Rough or Uneven <input type="checkbox"/> Fluctuates up & down

Poor Running Conditions
<input type="checkbox"/> Runs rough <input type="checkbox"/> Lacks power <input type="checkbox"/> Hesitates or Stumbles on acceleration <input type="checkbox"/> Bucks/Jerks <input type="checkbox"/> Engine knocks, pings or rattles <input type="checkbox"/> Backfires <input type="checkbox"/> Poor fuel economy <input type="checkbox"/> Misfires or cuts out <input type="checkbox"/> Surges/Chugs <input type="checkbox"/> Vehicle shakes and/or vibrates while moving <input type="checkbox"/> Engine light always on <input type="checkbox"/> Engine light on occasionally <input type="checkbox"/> Fuel, gas or sulfur smell

Auto Transmission Problems
<input type="checkbox"/> Improper shifting-Early <input type="checkbox"/> Improper shifting-Late <input type="checkbox"/> Changes gears randomly on its own <input type="checkbox"/> Vehicle doesn't move when in gear

Noises
<input type="checkbox"/> Boom <input type="checkbox"/> Buzz <input type="checkbox"/> Chatter <input type="checkbox"/> Chirp <input type="checkbox"/> Click <input type="checkbox"/> Clunk <input type="checkbox"/> Grind <input type="checkbox"/> Hiss <input type="checkbox"/> Hum <input type="checkbox"/> Knock <input type="checkbox"/> Rattle <input type="checkbox"/> Roar <input type="checkbox"/> Rumble <input type="checkbox"/> Squeal <input type="checkbox"/> Squeal <input type="checkbox"/> Tap <input type="checkbox"/> Whine <input type="checkbox"/> Whistle

Odors <input type="checkbox"/> Yes <input type="checkbox"/> No (Please Describe): _____

Problem Frequency <input type="checkbox"/> Always <input type="checkbox"/> Often <input type="checkbox"/> Occasionally Usually occurs <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Anytime Engine Temp <input type="checkbox"/> Cold <input type="checkbox"/> Lukewarm <input type="checkbox"/> Fully warmed up Vehicle Speed <input type="checkbox"/> Low <input type="checkbox"/> Cruising <input type="checkbox"/> High

Weather Conditions/Driving habits <input type="checkbox"/> Cold <input type="checkbox"/> Warm <input type="checkbox"/> Hot <input type="checkbox"/> Dust/Dirt <input type="checkbox"/> Dry <input type="checkbox"/> Humid <input type="checkbox"/> Mostly city driving <input type="checkbox"/> Highway <input type="checkbox"/> Park inside <input type="checkbox"/> Park outside <input type="checkbox"/> Drive before engine warm <input type="checkbox"/> Allow engine to warm
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Driving Distance/Conditions at Occurrence
<input type="checkbox"/> Less than 2 miles <input type="checkbox"/> 2-10 miles <input type="checkbox"/> More than 10 miles <input type="checkbox"/> Stop & Go <input type="checkbox"/> While turning <input type="checkbox"/> While braking <input type="checkbox"/> At gear engagement <input type="checkbox"/> With A/C operating <input type="checkbox"/> While headlights on <input type="checkbox"/> During acceleration <input type="checkbox"/> Mostly downhill <input type="checkbox"/> Mostly uphill <input type="checkbox"/> Mostly level <input type="checkbox"/> On curves <input type="checkbox"/> Rough road