

# Engine Management/Driveability Customer Questionnaire

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

Date \_\_\_\_\_ Job No \_\_\_\_\_

*Please check all applicable boxes and fully describe the condition that applies to your vehicle*

## **1 THIS IS THE PROBLEM**

- Hard starting
- Engine cranks
- No crank
- Idle is rough
- Idle is high
- Idle fluctuates
- Engine hesitates or stumbles
- Engine misfires or skips
- Poor MPG

MPG before \_\_\_\_\_ MPG now \_\_\_\_\_

- Other, please describe

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## **Engine check light is on**

- Check light is on
- Check light has been on during last month
- Check light goes on and off

What and when was the last service performed on car?

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How long has the problem been present?

- Just started
- One week
- One Month       Longer

Timing belt replaced Date \_\_\_/\_\_\_/\_\_\_

Mileage when replaced \_\_\_\_\_

## **2 IT OCCURS AS FOLLOWS**

The problem occurs

- Always
- Sometimes (Once or twice a week)
- Rarely (Once or Twice a month)
- Has happened since the car was new

Engine temperature:

- Cold
- While warming up
- Normal operating temperatures
- Hot

- All of the above

Outside temperature

- Cold
- Warm
- Hot
- Humid or raining
- Other, please describe

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Driving Conditions:

- Accelerating
  - Hard     Medium     Soft
- Decelerating       Cruising
- Cornering

Any recent repairs carried out

- Yes    No

