CUSTOMER PROBLEM ANALYSIS CHECK

DI3OQ–01

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 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 _____

DTC Inspection	Normal Mode (Precheck)	☐ Normal ☐ Malfunction code(s) (code) ☐ Freezed frame data ( )
	Check (test) Mode	☐ Normal ☐ Malfunction code(s) (code) ☐ Freezed frame data ( )