

KINGSGATE AUTOMOTIVE LTD. ENGINE DRIVEABILITY

CUSTOMER DIAGNOSTIC SURVEY FORM

CUSTOMER NAME: _____

DATE: _____

REPAIR ORDER#: _____

LICENSE #: _____

SERVICE ADVISOR: _____

VIN#: _____

IT HAPPENS WHEN.....

THE PROBLEM OCCURS

- Light to medium acceleration
- Hard acceleration
- Deceleration (foot off accelerator)
- Cruising (constant highway speed)
- Braking slowly _____ suddenly _____
- Turning
- Air conditioning on
- Air conditioning off
- Hot days
- Cool / cold days
- Humid / rainy days
- Other _____

Ambient temperature _____ degrees

Engine temperature

- Cold Hot Warm

Outside temperature

- Cold Hot Warm

THE PROBLEM STARED

- Suddenly at _____ (odometer)
- Gradually at _____ (odometer)
- Just started _____ (odometer)
- Since the vehicle was new
- After abnormal occurrence (i.e. pot holes, curb impact)

TYPE OF FUEL USED

- Regular
- Mid-Grade
- Premium
- Alternative fuel _____
- Brand of fuel _____

DEFINE THE PROBLEM.....

STARTING

Does the engine "crank"? Yes No

Does the engine start? Yes No
If yes, how long does it take
the engine to start? _____ seconds

Does the engine stop immediately
after starting? Yes No

Is the vehicle equipped with an alarm
system? Yes No

Is the vehicle equipped with a
remote starter system? Yes No

IDLE

Engine idles rough / unsteady? Yes No

Engine idles too fast? Yes No

PERFORMANCE

Describe the vehicle's engine performance problems(s).
Check all that apply.

- Hesitates or stalls on acceleration
- Stalls on deceleration or quick stops
- Lacks power
- Misses under load
- "Pings" or "knocks"
- Runs on after key is turned off
- Backfires (popping noise)
- Speed changes without touching accelerator
- Check engine light is on
- Other - describe.

THE PROBLEM OCCURS

Rarely Sometimes Always

CUSTOMER SIGNATURE: _____