

Trouble Shooting Worksheet

Customer Info

Name:
Address
City:
State:
Phone:

Vehicle Info

Year:
Make:
Model:
Mileage:

Starting Problems

- Will Not Crank
- Cranks, But Won't Start
- Starts, But Takes a Long Time

Engine Problems

- Quits:
- Right after starting
 - When put in gear
 - Right after vehicle comes to a stop
 - During steady driving speed
 - While idling
 - During acceleration
 - When Parking

Poor Idling Conditions

- Idle Speed:
- Too slow at all times
 - Too slow with A/C on
 - Too fast
 - Rough or Uneven
 - Fluctuates up and down

Poor Running Conditions

- Runs rough
- Lacks power
- Hesitates or stumbles on acceleration
- Bucks and jerks
- Engine knock, pings, rattles
- Backfires
- Poor fuel economy
- Misfires or cuts out
- Surges and/or chuggles
- Dieseling or run-on
- Engine light always on
- Engine light on occasionally
- Fuel, gas, or sulfur smell

Auto Transmission Problems

- Improper shifting - early
- Improper shifting - late
- Changes gear randomly; y on its own
- Vehicle does not move when in gear

Poor Handling

- Pulls to right
- Pulls to left
- Hard steering
- Vehicle shakes and/or vibrates while moving

Noise Problems

Explain:

Odor Problems

Explain:

Problem Frequency

- Always
- Often
- Occasionally

Usually Occurs

- Morning
- Afternoon
- Night

Engine Temperature

- Cold
- Warm
- Hot

Vehicle Speed

- Low
- Cruising
- High

Outside Weather

- Cold
- Warm
- Hot
- Wet/Rainy
- Fog
- Snow
- Dust/Dirt
- Dry
- Humid

Driving Conditions During Occurance

- Short - Less than 2 miles
- 2-10 miles
- Long - More that 10 miles
- Stop & Go
- While turning
- While Braking
- At gear engagement
- With A/C operating
- While headlights on
- During acceleration
- Mostly downhill
- Mostly uphill
- Mostly level
- On curves
- Rough road

Driving Habits

- Drive hard before engine warm
- Allow engine to warm
- Mostly city driving
- Highway
- Park vehicle inside
- Park vehicle outside

Miles Per Day

- Less than 10
- 10-50
- More than 50

Fuel Octane

- Low
- Mid
- High