

Mike's Automotive Service
Engine Drivability Diagnostic Questionnaire

Customer Name _____

Vehicle Year, Make & Model _____

Major Symptoms

- | | | |
|--|--|---|
| <input type="checkbox"/> Hard starting*
<input type="checkbox"/> Starts and dies
<input type="checkbox"/> Idles rough*

<input type="checkbox"/> Idle speed too high
<input type="checkbox"/> Idle speed too low
<input type="checkbox"/> Dies at idle*

<input type="checkbox"/> Poor fuel mileage
<input type="checkbox"/> Stalls
<input type="checkbox"/> Hesitation – Stumble* | <input type="checkbox"/> Bucking*
<input type="checkbox"/> Backfire
<input type="checkbox"/> Loss of power during
____ uphill
____ high speed
____ low speed
<input type="checkbox"/> Smoke from tailpipe
____ bluish
____ white
____ black | <input type="checkbox"/> Engine knock or ping*
<input type="checkbox"/> Engine runs on (Dieseling)*
<input type="checkbox"/> Quits running won't restart easily or quickly
while:
____ at idle
____ driving
<input type="checkbox"/> Quits running restarts easily or quickly
while:
____ at idle
____ driving |
|--|--|---|

When Does It Occur?

Engine Temperature

- Cold
- During warm up
- Normal
- All temperatures
- Warm restart

Other factors

- In the morning
- Cold weather
- Hot weather
- After driven 2 miles or less
- After driven 10 miles or more

- During braking
- During highway operation
- During stop/go operation
- When specific accessories are on:

- Hot
 - Poor fuel mileage
- Occurrence Frequency**

- Always
- Intermittently
- Vehicle has had problem since new

- Wet weather - rain or snow
- Damp weather - fog
- On acceleration
 ____ hard
 ____ medium
 ____ light

- Only at a specific speed ____ mph
- Only at a specific RPM ____
- In a specific gear

Fuel Tank Level During Occurrence

- Problem began after vehicle
 accumulated ____ miles
- After previous repair
- On deceleration
- At constant speeds

- 1/4 or less
- 1/2
- 3/4
- All Levels

Customer Driving Habits

Do you:

- Start cold engine & drive immediately
- Start cold engine & allow warm up period
- Use mainly on highway
- Use mainly within city

Average distance of miles driven daily _____

Fuel Used:

Brand of Fuel Used: _____

- No Lead Regular
- No Lead Premium
- Regular Leaded
- Blends of Gasohol

***Drivability Terminology**

- Engine Run On (Dieseling) – Engine continues to run after ignition is shut off
- Die Out – Engine stalls without accelerator pedal movement
- Hard Start – Excessive cranking time
- Hesitation – A lack of response to initial throttle opening, occurring from a stand still or accelerating from any speed
- Rough Idle – Unsteady or erratic idle
- Engine Knock or Ping (Detonation) – Engine knock that occurs when accelerating
- Surge – Engine speed increase and decrease under constant throttle opening
- Bucking – Severe surge

Customer Comments:

Noise Questionnaire

To assist us in making a fast and accurate diagnosis of your vehicle's condition, we ask that you check the following noise which best describes your vehicle:

- Whine** A high-pitched sound, like an electric motor or drill
- Clunk** A metal-to-metal sound, like a hammer striking steel
- Growl** A low sound, like an angry dog
- Click** A light sound, like a ballpoint pen being clicked
- Rattle** A sound like marbles rolling around in a can
- Grind** An abrasive sound, like a grinding stone
- Knock** Like a knock on a door
- Hiss** Like air escaping from a balloon
- Hum** Like a wire humming in the wind
- Squeal** A high-pitched sound like fingernails across a chalkboard
- Squeak** A sound like rubbing a clean window
- Boom** A sound like a drum roll or distant thunder