

CUSTOMER PROBLEM ANALYSIS CHECK

SFI SYSTEM Check Sheet		Inspector's Name _____	
Customer's Name		VIN	
Date Vehicle Brought In		Production Date	
Licence Plate 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 ☐ Backfire ☐ 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 _____		
	☐ Other	_____		

Date 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. ____ °C/ ____ °F)
	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 _____

Condition of Malfunction Indicator Light (MIL)		☐ Remains on ☐ Sometimes lights up ☐ Does not light up
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DTC Inspection	Normal Mode (Pre-check)	☐ Normal ☐ Malfunction code(s) (code) ☐ Freeze frame data ()
	Check Mode	☐ Normal ☐ Malfunction code(s) (code) ☐ Freeze frame data ()