

Check List for Interview

ENGINE (DIAGNOSTICS)

2. Check List for Interview

A: CHECK

1. CHECK LIST NO. 1

Check the following item when problem has occurred.

NOTE:

Use copies of this page for interviewing customers.

Customer's name		Engine No.	
Date of purchase		Fuel brand	
Date of repair		Odometer reading	km
V.I.N. No.			miles
Weather	☐ Fine ☐ Cloudy ☐ Rainy ☐ Snowy ☐ Various/Others:		
Ambient air temperature	°C (°F)		
	☐ Hot ☐ Warm ☐ Cool ☐ Cold		
Place	☐ Highway ☐ Suburbs ☐ Inner city ☐ Uphill ☐ Downhill ☐ Rough road ☐ Others :		
Engine temperature	☐ Cold ☐ Warming-up ☐ After warming-up ☐ Any temperature ☐ Others :		
Engine speed	rpm		
Vehicle speed	MPH		
Driving conditions	☐ Not affected ☐ At starting ☐ While idling ☐ At racing ☐ While accelerating ☐ While cruising ☐ While decelerating ☐ While turning (RH/LH)		
Headlight	☐ ON/ ☐ OFF	Rear defogger	☐ ON/ ☐ OFF
Blower	☐ ON/ ☐ OFF	Radio	☐ ON/ ☐ OFF
A/C compressor	☐ ON/ ☐ OFF	CD/Cassette	☐ ON/ ☐ OFF
Radiator fan	☐ ON/ ☐ OFF	Car phone	☐ ON/ ☐ OFF
Front wiper	☐ ON/ ☐ OFF	Wireless device	☐ ON/ ☐ OFF
Rear wiper	☐ ON/ ☐ OFF		

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ENGINE (DIAGNOSTICS)

2. CHECK LIST NO. 2

Check the following item about the vehicle's state when malfunction indicator light turns on.

NOTE:

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a) Other warning lights or indicators turn on. ☐ Yes / ☐ No
☐ Low fuel warning light ☐ Charge indicator light ☐ AT diagnostic indicator light ☐ ABS warning light ☐ Oil pressure warning light
b) Fuel level
- Lack of gasoline: ☐ Yes / ☐ No - Indicator position of fuel gauge: - Experience of running out of fuel: ☐ Yes / ☐ No
c) Intentional connecting or disconnecting of harness connectors or spark plug cords: ☐ Yes / ☐ No
What:
d) Intentional connecting or disconnecting of hoses: ☐ Yes / ☐ No
What:
e) Installing of other parts except genuine parts: ☐ Yes / ☐ No
- What: - Where:
f) Occurrence of noise: ☐ Yes / ☐ No
- From where: - What kind:
g) Occurrence of smell: ☐ Yes / ☐ No
- From where: - What kind:
h) Intrusion of water into engine compartment or passenger compartment: ☐ Yes / ☐ No
i) Troubles occurred
☐ Engine does not start. ☐ Engine stalls during idling. ☐ Engine stalls while driving. ☐ Engine speed decreases. ☐ Engine speed does not decrease. ☐ Rough idling ☐ Poor acceleration ☐ Back fire ☐ After fire ☐ Does not shift. ☐ Excessive shift shock