

## 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 type                 |   |
| Date of repair          |   | Odometer reading          | km  |
| V.I.N.                  |   |                           | miles   |
| Weather                 | <input type="checkbox"/> Fine<br><input type="checkbox"/> Cloudy<br><input type="checkbox"/> Rainy<br><input type="checkbox"/> Snowy<br><input type="checkbox"/> Various/Others:  |                           |   |
| Ambient air temperature | °C (°F)   |                           |   |
|                         | <input type="checkbox"/> Hot<br><input type="checkbox"/> Warm<br><input type="checkbox"/> Cool<br><input type="checkbox"/> Cold   |                           |   |
| Place                   | <input type="checkbox"/> Highway<br><input type="checkbox"/> Suburbs<br><input type="checkbox"/> Inner city<br><input type="checkbox"/> Uphill<br><input type="checkbox"/> Downhill<br><input type="checkbox"/> Rough road<br><input type="checkbox"/> Others:  |                           |   |
|                         |   |                           |   |
| Engine temperature      | <input type="checkbox"/> Cold<br><input type="checkbox"/> During warming-up<br><input type="checkbox"/> After warming-up<br><input type="checkbox"/> Any temperature<br><input type="checkbox"/> Others:  |                           |   |
| Engine speed            | rpm   |                           |   |
| Vehicle speed           | km/h (MPH)  |                           |   |
| Driving conditions      | <input type="checkbox"/> Not affected<br><input type="checkbox"/> At starting<br><input type="checkbox"/> While idling<br><input type="checkbox"/> At racing<br><input type="checkbox"/> While accelerating<br><input type="checkbox"/> While cruising<br><input type="checkbox"/> While decelerating<br><input type="checkbox"/> While turning (RH/LH) |                           |   |
| Headlight               | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF   | Rear defogger             | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF |
| Blower                  | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF   | Audio                     | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF |
| A/C compressor          | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF   | Rear entertainment system | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF |
| Radiator fan            | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF   | Car phone                 | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF |
| Front wiper             | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF   | Wireless device           | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF |
| Rear wiper              | <input type="checkbox"/> ON/ <input type="checkbox"/> OFF   |                           |   |

# Check List for Interview

ENGINE (DIAGNOSTICS)

## 2. CHECK LIST NO. 2

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

NOTE:

Use copies of this page for interviewing customers.

|   |
|---|
| a) Other warning lights or indicators illuminate.: <input type="checkbox"/> Yes / <input type="checkbox"/> No   |
| <input type="checkbox"/> Fuel level warning light<br><input type="checkbox"/> Charge warning light<br><input type="checkbox"/> Engine coolant temperature warning light<br><input type="checkbox"/> Oil pressure warning light<br><input type="checkbox"/> ATF temperature warning light or Sport indicator light<br><input type="checkbox"/> Driver's control center differential indicator light<br><input type="checkbox"/> ABS warning light<br><input type="checkbox"/> VDC warning light<br><input type="checkbox"/> Cruise indicator light<br><input type="checkbox"/> SI-CRUISE warning light<br><input type="checkbox"/> EyeSight warning light<br><input type="checkbox"/> Immobilizer indicator light<br><input type="checkbox"/> STEERING warning light<br><input type="checkbox"/> Electronic parking brake warning light<br><input type="checkbox"/> Glow indicator light<br><input type="checkbox"/> Sedimenter warning light<br><input type="checkbox"/> Auto Start Stop indicator light<br><input type="checkbox"/> Auto Start Stop OFF indicator light<br><input type="checkbox"/> Hybrid fail lamp<br><input type="checkbox"/> Others: |
| b) Fuel level   |
| <ul style="list-style-type: none"> <li>• Lack of fuel: <input type="checkbox"/> Yes / <input type="checkbox"/> No</li> <li>• Indicator position of fuel gauge:</li> <li>• Experienced running out of fuel: <input type="checkbox"/> Yes / <input type="checkbox"/> No</li> </ul>  |
| c) Intentional connecting or disconnecting of harness connectors or spark plug cords: <input type="checkbox"/> Yes / <input type="checkbox"/> No  |
| • What:   |
| d) Intentional connecting or disconnecting of hoses: <input type="checkbox"/> Yes / <input type="checkbox"/> No   |
| • What:   |
| e) Installing parts other than genuine parts: <input type="checkbox"/> Yes / <input type="checkbox"/> No  |
| • What:   |
| • Where:  |
| f) Occurrence of noise: <input type="checkbox"/> Yes / <input type="checkbox"/> No  |
| • From where:   |
| • What kind:  |
| g) Occurrence of smell: <input type="checkbox"/> Yes / <input type="checkbox"/> No  |
| • From where:   |
| • What kind:  |
| h) Intrusion of water into engine compartment or passenger compartment: <input type="checkbox"/> Yes / <input type="checkbox"/> No  |
| i) Troubles occurred  |
| <input type="checkbox"/> Engine does not start.<br><input type="checkbox"/> Engine stalls during idling.<br><input type="checkbox"/> Engine stalls while driving.<br><input type="checkbox"/> Engine speed decreases.<br><input type="checkbox"/> Engine speed does not decrease.<br><input type="checkbox"/> Rough idling<br><input type="checkbox"/> Poor acceleration<br><input type="checkbox"/> Back fire<br><input type="checkbox"/> After fire<br><input type="checkbox"/> Does not shift.<br><input type="checkbox"/> Excessive shift shock   |