

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 <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy <input type="checkbox"/> Various/Others:		
Ambient air temperature	°C (°F)		
	<input type="checkbox"/> Hot <input type="checkbox"/> Warm <input type="checkbox"/> Cool <input type="checkbox"/> Cold		
Place	<input type="checkbox"/> Highway <input type="checkbox"/> Suburbs <input type="checkbox"/> Inner city <input type="checkbox"/> Uphill <input type="checkbox"/> Downhill <input type="checkbox"/> Rough road <input type="checkbox"/> Others:		
Engine temperature	<input type="checkbox"/> Cold <input type="checkbox"/> Warming-up <input type="checkbox"/> After warming-up <input type="checkbox"/> Any temperature <input type="checkbox"/> Others:		
Engine speed	rpm		
Vehicle speed	km/h (MPH)		
Driving conditions	<input type="checkbox"/> Not affected <input type="checkbox"/> At starting <input type="checkbox"/> While idling <input type="checkbox"/> At racing <input type="checkbox"/> While accelerating <input type="checkbox"/> While cruising <input type="checkbox"/> While decelerating <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	CD/Cassette	<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 malfunction indicator light illuminates.

NOTE:

Use copies of this page for interviewing customers.

a) Other warning lights or indicators turn on. Yes / No

- Low fuel warning light
- Charge indicator light
- Coolant temperature indicator light
- Oil pressure warning light
- ATF temperature indicator light or SPORT indicator light
- Driver's control center differential indicator light
- ABS warning light
- VDC warning light
- Cruise indicator light
- SI-CRUISE indicator light
- Immobilizer indicator light
- STEERING indicator light
- Glow indicator
- Sedimentor indicator
- Others:

b) Fuel level

• Lack of gasoline: Yes / No

• Indicator position of fuel gauge:

• Experienced 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 parts other than 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