

Watson Chevrolet

Customer Concern Verification Sheet Engine Driveability

SYMPTOM (Check All That Apply) – Engine:

- "Service Engine Soon" / "Malfunction Indicator Light" on Hard start / No start (Crank OK) Won't crank Engine stalls Engine miss
 Hesitates, stumbles or sags Miss while driving Surge or chuggle, buck - jerk - skip Rough idle Idle is too high Idle is too low
 Low power / Performance Cranks but doesn't start Poor Fuel Economy Highway City Pings, detonates Sulphur / rotten egg odor Exhaust smoke
 Runs on after key is turned off Increased oil consumption What is the reported fuel economy _____ Speed fluctuates without moving accelerator
 Backfires (popping noise) - under hood / tail pipe Engine Noise (Explain - whine, rattle, groan, clunk, etc.) _____ Other _____

OPERATING CONDITIONS (Check All That Apply) - How often does it occur?

- Always Few Seconds Few minutes Few hours Few days Few weeks Few months Variable
 Just Started Getting Better Getting Worse Since New Every _____ to _____ Miles(km) Unknown Other

Driving conditions:

- Light Throttle Med. Throttle Hard Throttle Starting At Idle Decelerating Over bumps While turning left When shifting
 While braking Any time Up hill Down hill Highway City / town Stop & go While turning right
 Only with A/C or Defrost on Cruising steady at _____ MPH(km/h) Between _____ MPH(km/h) and _____ MPH(km/h)

WHEN DOES IT OCCUR? – When Engine Temperature is:

- Cold Warm Hot All the time Only during warmup Intermittent and unable to duplicate Intermittent but can be duplicated (explain below)
 Only after the engine has been run to operating temperature, then shut off and restarted. The engine was run for _____ minutes/hours, and then shut off for _____ minutes/hours

Weather conditions:

- Very Cold: Below 0°F (-18°C) Cold: 0° – 32°F (-18°C to 0°C) Cool 32° – 60°F (0°C to 16°C) Warm: 60° – 80°F (16°C to 27°C) Hot: Above 80°F (27°C)
 Any Environment Raining Dry Humid Snow / Ice Wet Roads
 Other (explain) _____

What Type of Fuel? What Brand? _____

- Regular UL Mid Range UL Premium UL Ethanol E85 Diesel #1 Diesel #2 Various brands CNG
 Biodiesel If E85, what blend / alcohol % _____ Other _____

When Gear Selector Is In:

- Park/Neutral Reverse Overdrive Low Intermediate Drive 1 Drive 2 Drive 3 Other _____

Between Gears:

- Park to R or D Rev/Drive First/Second Second/Third Third/O-Drive Drive 1 O/D Other _____

For Dealer Use Only:

VIN: _____ Miles (km): _____ Technician #: _____ Advisor #: _____