

Driveability Symptom Check List

To speed our diagnosis, and make it less expensive, we need all the info you can give us. Please place a check mark, circle Y or N or fill in the blank in the appropriate spaces.

No start

What happened?

___ it cut off going down the road, and wouldn't start up
___ just went out to start it, and it won't start
Y / N / didn't try - Did you let it sit a while and try it again to see if it started?

How often doesn't it start?

___ won't start right now!
___ this is the 1st time
___ it's done it before
___ It starts now, but fails to start about...
___ once a day
___ once a week
___ it failed to start only once before & hasn't failed since

Y / N Did you try to jump it with cables?

Y / N Do headlights work?

Y / N Do warning lights in the dash come on when you turn the key on?

When you turn the key all the way to start it, what do you hear?...

___ absolutely no noise
___ one single loud "click"
___ a series of fast clicks
___ loud grinding noise
___ normal "starter noise"- meaning the engine "turns over", "cranks", or "tries to start", but does not start.

Y / N- Does it crank (or spin) faster than normal?

Y / N- Have you done any recent work to the car? Do you have receipts we can look at?

Air Condition Service Questionnaire

Y / N - Does it blow any air out of the vents at all?

Y / N - Does air come out of the proper vent selected (defrost, floor etc.)?

The air coming from the vents is:

___ cold ___ cool
___ warm ___ hot

Hard starting

How frequently?

___ all the time
___ at least once a day
___ once a week
___ just once- how long ago?

At what eng. temp.?

___ any temperature
___ Engine cold (1st thing in morning)
___ Engine warm
___ how long was it cut off before restarting?
_____ hours

Y / N- Does it start easier if you hold the pedal to the floor?

How fast does the motor spin when trying to start?

___ cranks slow
___ cranks normal
___ cranks for a long time before it starts

___ starts, then cuts off

Y / N- If so, does it start right back up?

How many times does it do this before it keeps on running? _____

Y / N- Is there a loud grinding noise when starting?

Y / N- Is Check Engine, Power Loss, or Service Engine Soon Light on while driving?

Y / N- Have you done any recent work to the car? Do you have receipts we can look at?

Does it cool better:

___ going down the road
___ sitting still in traffic?

When is the last time you had the system charged?

Who did it?

How long did it work after it was charged before it started losing its cool again?

Cuts off

How frequently?

___ all the time
___ at least once a day
___ once a week
___ just once- how long ago? _____

Eng. temp. when it dies?

___ any temperature
___ Engine cold (1st thing in morning)
___ Engine warm

Y / N / sometimes- Does it start right back up?

When does it cut off?

___ at idle only (stop signs)
___ cuts off going down the road at steady speeds?
Y / N- If it dies at idle only, does it keep running with foot on the gas, (or if you shift to Park or neutral)?

Noises

___ spits and sputters before dying
___ it cuts off quick like you turned the key off

Type of driving it dies in

___ interstate only
___ City driving only
___ Both

Check Engine, Power Loss, or Service Engine Soon Light

___ light on while driving
___ light flickers or comes on right before car cuts off

Y / N- Have you done any recent work to the car? Do you have receipts we can look at?

Y / N- Do you recall ever having refrigerant oil added to the system? If so when?

Y / N- Have any A/C or other repairs been done lately? If so, what?

Y / N- Is it possible anyone has added the wrong refrigerant to the system?

Runs rough, hesitation or missing

How frequently?

___ all the time
___ at least once a day
___ once a week
___ just once- how long ago? _____

At what eng. temp.?

___ any temperature
___ Engine cold (1st thing in morning)
___ Engine warm

At what speed does it happen?

___ at all speeds
___ idle only (stop signs)
Y / N- does it cut off?
Y / N- does it keep running with foot on the gas, (or in Park, or neutral)
___ when you step on the gas after being at idle (leaving stop signs)
___ while driving at steady speeds
___ when you step on the gas while cruising, or passing someone
___ it surges and jerks
___ it is smooth, but lacks power

Noises

___ ping or spark knock, a rattling, heard usually when accelerating or going up a hill
___ backfiring or popping
___ on acceleration
___ on deceleration (right after taking foot off the gas)

Type driving it happens:

___ interstate only
___ City driving only
___ Both
___ Rough bumpy roads

Check Engine, Power Loss, or Service Engine Soon Light

___ light on while driving
___ light flickers or comes on while running rough

Have you done any recent work to the car? Do you have receipts we can look at?