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CUSTOMER PROVIDED - VEHICLE PROBLEM INFORMATION FOR BETTER DIAGNOSTICS - Please use this handy form to help you explain your car's problem. Then, return it to us when you bring your vehicle in for service. (****Keep it in the vehicle's glove compartment to be handy when you need it.**)

YOUR NAME: _____ CAR: Yr: _____ Make: _____ Model: _____ License plate number: _____

PHONE NUMBER WHERE YOU CAN BE REACHED ON THE DAY WE'RE SERVICING YOUR CAR:

Home: _____ - _____ Bus: Ext: _____ - _____ Other: _____ - _____ Cell Pager Friend

E-mail: _____ IF YOU HAVE VOICE MAIL, OR AN ANSWERING MACHINE, PLEASE PLAN TO

CHECK YOUR MESSAGES FREQUENTLY

STARTING PROBLEM

- Engine turns over but doesn't start. (Meaning that the engine SOUNDS like it wants to start)
- This is the way it was in the beginning, but I think I ran the battery down in the process of trying to start the car. You hear a "POPPING" or "SPUTTERING" sound.
- Engine does not turn over at all. You can hear " A

CLICKING SOUND.

- Engine turns over, but S-L-O-W-L-Y.
- Hard to start.. turns over a long time before starting.

The above happens when the engine is: COLD WARM BOTH

Other, please describe:

STEERING PROBLEM

- Difficult to steer.
- Difficult to steer when first started in the morning.
- Makes noise when turning.. Describe noise
- Steering wheel vibrates or wobbles when:
- Car pulls to RIGHT or LEFT when:
- Makes clattering noise when turning LEFT RIGHT
- Other, please describe.

SUSPENSION PROBLEM

- Clanking sound from front of car when going over bumps.
- Car BOUNCES a lot on rough roads.
- Car seems to "SWAY" when turning.
- Other, please describe:

BRAKING PROBLEM

- Low or spongy pedal.
- Brake pedal seems extremely "HARD".
- Makes noise when braking. Describe noise:
- Brake pedal vibrates or pulsates.
- Pulls to RIGHT or LEFT when braking.
- Other, please describe:

HEATING & AIR CONDITIONING

- No heat, but blows air. No heat & no blower.
- A/C blows warm air. No fan & no A/C.
- Air movement selector - vent - floor - defrost
- Doesn't work properly Blows out of wrong vent

OVERHEATING -COOLING SYSTEM PROBLEM

- Engine running hot. Engine steaming or over heating.
- White smoke from tail pipe. Inside of car is fogging up. Foul odor, too.
- fluid (antifreeze) leaking. The color is green orange

TRANSMISSION PROBLEM

- MANUAL TRANSMISSION
- Transmission slips Transmission/clutch slips
- Shifts hard Chatters
- Doesn't shift at all Won't go into gear
- Noise

OIL LEAK

- Low oil
- No oil noticed on ground or in garage.
- Oil leaking -judging from spots on the ground, the leak is coming from
- Front of engine Center of engine Rear of engine Center of vehicle Rear of vehicle On the
- Right side Left side or more toward the middle

The color of the oil is :

ACCESSORY PROBLEM:

- Antenna Power Won't go up or down Broken Manual Broken
- Cruise Control not working
- Door Locks
- Horn No sound Some sound
- Lights - Describe:
- Mirror - Describe
- Radio - Lights on, no sound
- Seats Manual seat, won't move Power - bench seat.
- Split seat Driver side Passenger side
- No forward or backward movement
- No tilt No up or down
- Windows Manual Power Driver's side Front Rear
- Passenger Front Rear
- Wipers Washer Driver's Passenger's Rear
- Wiper blade Wiper arm
- NOISE PROBLEM:
- Squeak Squeal Knocking Rattle
- Happens while turning Left Right Both
- Going over bumps When backing When

red/ pink

TUNE UP - Driveability PROBLEM

- Stalls or hesitates [] Engine misfires or runs rough.
 Engine check light On all the time On occasionally
 Car seems to "BUCK" or "JERK"
 Other, please describe.

WHEN DOES IT HAPPEN?

When engine is: WARM COLD DAMP.

When car is Slowing down Idling Accelerating
 At cruising speed Turning right Turning left

applying brakes

- Just at an idle - engine running, vehicle not moving
 I can always hear it under above conditions
 I can occasionally hear it
 Noise coming from Front Rear Right Left

NORMAL MAINTENANCE

- Needs lube, oil & filter.
 Needs tune up (See: TUNE UP/Driveability)
 Rotate Balance Replace-tires.
 Check front end alignment. (See STEERING)
 Transmission fluid and filter change
 Check and/or Flush cooling system
 Check brakes Clean and adjust brakes if O.K. for

now.

- Check belts & hoses Replace if necessary

Check all lights/bulbs.