

Customer Self-Diagnosis Form

- Name: _____
- Phone: _____
- VIN: _____
- Vehicle (Year/Make/Model): _____
- Date: _____
- Email: _____
- Mileage: _____

Electrical and Lights

- How often is the vehicle driven?
 Daily Weekly
- How long is each trip on average? _____
kms / _____ minutes
- Do the interior or exterior lights remain on?
 Yes No
For how long? _____ minutes
- Do you lock the vehicle at night?
 Yes No
- Do you ever use the car in accessory mode
(lights, stereo, heater etc)?
 Yes No
- Remote key and lock
 Sticky buttons
 Faulty buttons
 Both remotes faulty
- Is the distance between remote and vehicle
within an acceptable range?
 Yes No
- Are there sounds from the vehicle once off,
except cooling fan and after-blow function?
 Yes No
- When locking the vehicle do the lights
flash?
 Yes No
- Does any lock activate improperly?
 Yes No
Which one(s)

- Is there condensation on the light lenses?
 Yes No
Which lights and how much?

When does this occur?
 In the morning after driving
 Other:

- Are the headlights adjusted incorrectly?
 Left side Right side
- The light pattern is pointing:
 Left Right
 Up Down
- Are the lights bright/strong enough?
 Left side Right side
- Do the lights vibrate?
 Left side Right side

Brakes

- What type of noise?
 - Squeal: high pitched, constant
 - Moan: foghorn sound
 - Squeak: moderate pitch, starts & stops
 - Grinding
 - Other (please describe)

- Noise location
 - Front Rear
- Are there any vibrations?
 - Steering wheel Brake pedal
- The brakes don't seem "right"
 - Hard pedal effort
 - Long pedal travel
 - Spongy pedal
 - Other (please describe)

- When is the noise heard?
 - In the morning (ie cold)
 - During stop-and-go driving
 - When using brakes infrequently (hwy driving)
 - After the handbrake has been used
- Does the steering wheel / car pulsate when braking?
 - Yes No
- At what speed?
 - 50 kms Moderate speed
 - Just prior to stop
- When does this occur?
 - In the morning (ie cold)
 - After driving for a while
 - Always
 - Other (please describe)

Engine

- Engine hesitates/stalls in these conditions:
 - While driving After starting engine
 - After coming to a stop
 - During acceleration
 - During deceleration
 - While shifting
 - In gear Out of gear
- Cruise Control
 - Engaged Disengaged
- Engine won't start or is hard to start:
 - Engine will not crank
 - Engine cranks but does not start
 - Engine cranks, starts and stalls
- Engine starts after excessive cranking
- Engine sounds/cranks differently
- Is the car equipped with any accessories that emit an electronic signal? (eg LoJack)
 - Yes No
- How often is car driven
 - Daily Weekly
- How many kms on average each trip?
_____ kms
- Rough Idle Concerns
 - High RPM on idle Low RPM on idle
 - Accessories on Accessories off
 - Rough engine idle speed _____ rpm

Audio System

- Area of Concern
 - System does not work at all
 - Radio on/off
 - Poor radio reception
 - USB stick or USB/USB-C cord
 - Apple CarPlay / AndroidAuto
 - Bluetooth CD player
- Frequency
 - Constant Frequent
 - Occasional Rarely
- Driving Area
 - City Rural
 - Mountainous On hitting a bump
- Type of Noise
 - Crackle Hiss
 - Static Fading
- Poor sound quality / reception
 - AM Radio FM Radio
 - Specific Stations
 - USB stick or USB/USB-C cord
 - Apple CarPlay / AndroidAuto
 - Bluetooth CD player
- Are other accessories on when problem occurs?
 - Yes No
- Speaker Inoperative? Which one(s)

- External antenna type
 - Pole antenna
 - Integrated side window antenna
 - Electric power antenna
 - Double integrated window antenna

Air Conditioning

- What is the temperature setting in the car?
Left _____ Right _____
- Is the temperature of the airflow different one side?
 - Yes No
- Does the temperature eventually balance?
 - No
 - Yes, and how long does that take? _____
- When using AC on a hot day:
 - Initial cool down is not fast enough
It takes _____ mins to cool down
 - Not staying cool enough after a long drive
What is the outside temp when this occurs?
_____ degrees
- What is the temperature set to?
 - Left side _____
 - Right side _____
- Vents set to:
 - Open Closed
- Air conditioning system and fan set to:
 - Automatic Manual
- What is the odor in the car?
 - Mildew Concrete Other
- When does this occur? And what is the outside temperature?

- Does it go away?
 - Yes No

General / Body

- Leaks
 - Oil Transmission fluid
 - Coolant Water intrusion
 - Wind noise at highway speed
 - Windows Sunroof
 - Doors
 - Rattles / vibrations
 - Dashboard Trunk
 - Seats
 - Doors / locks / windows
 - Stick Don't close fully
 - Power intermittent
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Exhaust & Emissions

- Exhaust smoke
 - Black Blue
 - White
 - Exhaust odor
 - Strong fuel smell
 - Rotten egg / sulfur smell
 - Other
 - Emissions system
 - Check Engine Light on
 - Light flashing Light steady
 - Noise from exhaust system
 - Louder than usual
 - Rattling / loose components
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Transmission & Driveline

- Shift quality
 - Harsh Delayed
 - Slipping
 - Noise
 - Whine Clunk
 - Grind
 - Drive feel
 - Jerking Hesitation
 - Vibration under load
 - Warning lights
 - Transmission light
 - AWD / 4WD system light
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