## 2. Check List for Interview

## A: CHECK

## 1. CHECK LIST No. 1

Check the following items when problem has occurred.

NOTE:

Use copies of this page for interviewing customers.

Customer's name		Engine No.	
Date of sale		Fuel brand	
Date of repair		Odomotor roading	km
V.I.N.		Odometer reading	miles
Weather	☐ Fine ☐ Cloudy ☐ Rainy ☐ Snowy ☐ Various/Others:		
Ambient air temperature	°C (°F)		
	☐ Hot☐ Warm☐ Cool☐ Cold		
Place	☐ Highway ☐ Suburbs ☐ Inner city ☐ Uphill ☐ Downhill ☐ Rough road ☐ Others:		
Engine temperature	☐ Cold ☐ Warming-up ☐ After warming-up ☐ Any temperature ☐ Others:		
Engine speed	rpm		
Vehicle speed	km/h (MPH)		
Driving conditions	<ul> <li>□ Not affected</li> <li>□ At starting</li> <li>□ While idling</li> <li>□ At racing</li> <li>□ While accelerating</li> <li>□ While cruising</li> <li>□ While decelerating</li> <li>□ While turning (RH/LH)</li> </ul>		
Headlight	□ ON / □ OFF	Rear defogger	□ ON / □ OFF
Blower	□ ON / □ OFF	Audio	□ ON / □ OFF
A/C compressor	□ ON / □ OFF	Car phone	□ ON / □ OFF
Radiator fan	□ ON / □ OFF		
Front wiper	□ ON / □ OFF		
Rear wiper	□ ON / □ OFF		

## 2. CHECK LIST No. 2

Check the following items about the vehicle's state when malfunction indicator light turns on.

NOTE:

Use copies of this page for interviewing customers.

□ Low fuel warning light □ Charge indicator light □ AT diagnostic indicator light □ ASB warning light □ Oil pressure indicator light 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 other parts except 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: f) Intrusion of water into engine compartment or passenger compartment: □ Yes / □ No i) Troubles occurred □ Engine does not start. □ Engine stalls during idling. □ Engine speed does not decrease. □ Engine speed does not decrease. □ Engine speed does not decrease. □ Rough idling □ Poor acceleration
□ AT diagnostic indicator light □ ABS warning light □ Oil pressure indicator light 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 other parts except 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: g) Troubles occurred □ Engine does not start. □ Engine stalls during idling. □ Engine speed does not decrease. □ Rough idling □ Poor acceleration
□ ABS warning light □ Oil pressure indicator light   b) Fuel level • Lack of gasoline: □ Yes / □ No   • Indicator position of fuel gauge: • Experienced running out of fuel: □ Yes / □ No   • Untentional connecting or disconnecting of harness connectors or spark plug cords: □ Yes / □ No   • What: • What:   • Installing of other parts except genuine parts: □ Yes / □ No   • What: • Where:   † Occurrence of noise: □ Yes / □ No   • From where: • What kind:   • What kind:   • Installing of owater into engine compartment or passenger compartment: □ Yes / □ No   • From where: • What kind:   • Installing of owater into engine compartment or passenger compartment: □ Yes / □ No   • From stalls during idling. □ Engine stalls during idling.   □ Engine speed does not decrease. □ Engine speed does not decrease.   □ Rough idling □ Poor acceleration
□ Oil pressure indicator light 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 other parts except 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 speed decreases. □ Engine speed decreases. □ Rough idling □ Poor acceleration
b) Fuel level  Lack of gasoline: \ Yes / \ No  Indicator position of fuel gauge:  Experienced running out of fuel: \ Yes / \ No  O  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 other parts except genuine parts: \ Yes / \ No  What:  e) Installing of other parts except genuine parts: \ Yes / \ No  What:  ### What:  O  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 speed decreases.  Engine speed does not decrease.  Rough idling  Poor acceleration
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I □ Deal fine
□ Back fire □ After fire
Does not shift.
□ Excessive shift shock