Drivability Problems

Drivability problems are not easily cured. Due to the complexity of to-day's cars and subsystems, a repair we perform may appear to correct the problem only to have it reappear at a later date. This is why we have compiled this pamphlet for you.

Intermittent

Malfunctions that present their symptoms only once in a while are a challenge to diagnose. While some basic testing can be performed, the true cause may only be accurately determined when the specific tests are performed while the vehicle is exhibiting the symptom. Road testing is done on the clock, so lengthy testing can be very costly. Please refer to our intermittent symptom information sheet.

Getting Down to Basics

Every year our cars become more and more maintenance free. This is good on one hand but does present some special problems. Regular maintenance is sometimes forgotten. When testing for drivability problems, a basic systems check is always in order. *If any problems are found they must be corrected first before any additional testing can be done.* It would be very frustrating and costly to determine that the cause of a problem turned out to be something that was noticed but NOT corrected early on in the process.

Using the Form

We have developed a form to help you communicate the exact nature of the problem. It is vital that you answer all the questions as accurately as you can and be honest. Any additional information not covered on the questionnaire may also be helpful, so please give it your service writer.

Really Tough Ones

We do our best to perform the necessary repairs, however if the problem reoccurs, it will be treated as additional repairs and will not be free of charge, nor will any reimbursement be made for previous as they were necessary to the process. Of course, adjustments may be done at our discretion only if something was done incorrectly or if a part we installed failed under warranty. We require a minimum authorization of 2 hours @ $93.74 per hour to start working on your problem. If additional work is needed, authorization will be obtained at that time. If less work is needed, your bill for diagnosis will reflect the lower amount.

I HAVE READ AND FILLED OUT THIS FORM. I UNDERSTAND ITS CONTENT AND AGREE TO THE TERMS SET FORTH.

CUSTOMER SIGNATURE (required)

_____

Work Sheet

In your own words, briefly describe the problem.

How did your problem first start?
- ☐ Sudden onset
- ☐ Slow, gradually

How long have you been experiencing the problem?

Have you taken a road test with one of our technicians?
- ☐ Yes
- ☐ No

Is your "Check Engine" lamp illuminated?
- ☐ Yes, always.
- ☐ Yes, off and on.
- ☐ Never

Have you had any performance work done recently?
- ☐ Yes, 0-3 months
- ☐ Yes, 3-6 months
- ☐ Yes, 6-12 months
- ☐ None

If yes, please describe.

Are there any other lights on the dash illuminated?
- ☐ Alternator
- ☐ Brake
- ☐ ABS
- ☐ Other
- ☐ None

How does the car start?
- ☐ Starts hard hot
- ☐ Starts hard cold
- ☐ Starts and dies
- ☐ Starts OK
- ☐ Other

While idling, vehicle…
- ☐ Idles too low
- ☐ Idles too high
- ☐ Stalls
- ☐ Skips
- ☐ Surges

While driving, vehicle…
- ☐ Backfires
- ☐ Pings
- ☐ Runs hot
- ☐ Runs cold
- ☐ Smokes

Driving conditions
- ☐ Flat road
- ☐ On hills
- ☐ Down hills
- ☐ Light acceleration
- ☐ Heavy acceleration
- ☐ Moderate acceleration
- ☐ Coasting
- ☐ Cruising
- ☐ Deceleration

What time of day does problem occur?
- ☐ Morning
- ☐ Midday
- ☐ Evening
- ☐ Night
- ☐ Anytime
- ☐ Other

At what speed does problem occur?
- ☐ Idle
- ☐ Low speed
- ☐ Stop and go
- ☐ Highway
- ☐ High speed
- ☐ Acceleration
- ☐ Deceleration
- ☐ Other

How far do you have to drive to get the problem to occur?
- ☐ Less than 2 miles
- ☐ 2-10 miles
- ☐ More than 10 miles

How often does problem occur?
- ☐ Always
- ☐ Intermittently
- ☐ Since new
- ☐ After_____miles

If intermittent, how often?
- ☐ Every day
- ☐ Every other day
- ☐ 3 times a week
- ☐ Once a week
- ☐ Twice a week
- ☐ Once every two weeks
- ☐ Twice a month
- ☐ Once a month

What are the environmental conditions when the problem occurs?
- ☐ Cold
- ☐ Hot
- ☐ Raining
- ☐ Snowing
- ☐ Fog
- ☐ Dust
- ☐ Other

What is the engine condition when the problem occurs?
- ☐ Cold
- ☐ Warming up
- ☐ Hot
- ☐ All