



## Customer Problem Analysis Sheet

Customer: \_\_\_\_\_ Model/Year: \_\_\_\_\_

VIN: \_\_\_\_\_ Mileage: \_\_\_\_\_

Problem Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dates Problem Occurred: \_\_\_\_\_

Problem Happens:  Constantly  Occasionally: \_\_\_\_\_ times per \_\_\_\_\_ day/month  
 Once only  Other \_\_\_\_\_  
 Daytime  Nighttime

Weather:  Rainy  Sunny  Snowy  
 Hot  Warm  Cool  Cold  
 Temperature \_\_\_\_\_ F C

Location:  Highway  City  Suburbs  Uphill  
 Downhill  Idling  Turning: R / L

Engine Temperature:  Cold  Warm  Normal Operating Temp.

Other:  Starting  Just after start: \_\_\_\_\_ mins  Idling  
 Driving  Speed: \_\_\_\_\_  Acceleration  Deceleration

What, no matter how crazy it may sound, do you associate with this problem?

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