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[www.amtechautocare.com](http://www.amtechautocare.com)

## INTERMITTENT SYMPTOM QUESTIONNAIRE

Intermittent vehicle problems can be a very frustrating experience for both you and the technician. In order to serve you better, please fill out as much of the information as pertinent below and check the appropriate boxes. If necessary, keep this form with you for a few days to the information that is needed will be fresh in your mind the next time the problem occurs. Please take the time to read through it several times so that you will remember what is being asked.

1. CUSTOMER NAME: \_\_\_\_\_
2. VEHICLE (year, make, model): \_\_\_\_\_
3. VEHICLE SYMPTOMS/DESCRIPTION:  
\_\_\_\_\_  
\_\_\_\_\_
4. WHEN DID THIS PROBLEM FIRST START TO HAPPEN? \_\_\_\_\_
5. HAS THIS VEHICLE EVER BEEN LOOKED AT/WORKED ON FOR THIS PROBLEM BEFORE?  Yes  No  
(if Yes, What work was done, and did it make any difference?)  
\_\_\_\_\_  
\_\_\_\_\_
6. DOES THE VEHICLE HAVE A PROBLEM WHEN THE ENGINE IS:  
Cold only  Yes  No  
Warm only  Yes  No (warm – normal operating temperature)  
Warm or cold  Yes  No  
Other (describe) \_\_\_\_\_  
\_\_\_\_\_
7. DOES THE VEHICLE HAVE A PROBLEM IF THE WEATHER CONDITIONS ARE:  
Cold only \_\_\_\_\_  
Hot only \_\_\_\_\_  
Hot or cold \_\_\_\_\_  
Wet only \_\_\_\_\_  
Dry only \_\_\_\_\_  
No difference \_\_\_\_\_

8. HAVE YOU NOTICED ANY UNUSUAL:

- Sounds  Yes  No  
Odors  Yes  No  
Drips  Yes  No  
Leaks  Yes  No  
Smoke  Yes  No  
Warning Lights  Yes  No  
Gauge Readings  Yes  No  
Other (describe): \_\_\_\_\_  
\_\_\_\_\_

9. HAVE THERE BEEN ANY CHANGES IN:

- Acceleration  Yes  No  
Engine Performance  Yes  No  
Gas mileage  Yes  No  
Fluid levels  Yes  No  
Handling  Yes  No  
Braking  Yes  No  
Steering  Yes  No  
Vibrations  Yes  No  
Other (describe): \_\_\_\_\_  
\_\_\_\_\_

10. APPROXIMATELY HOW OFTEN DOES THIS PROBLEM OCCUR:

- Every time the vehicle is driven  
 Once a week  
 Once a day  
 Randomly/Intermittently  
 Other (describe): \_\_\_\_\_  
\_\_\_\_\_

11. WHAT HAS BEEN THE LONGEST PERIOD OF TIME, DURING WHICH YOU DID NOT NOTICE THE PROBLEM:

- 1 hour  2 hours  3 hours  
 6 hours  1/2 day  1 day  
 1 week  
 Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

12. OTHER HELPFUL INFORMATION: (Please check all that apply)

Has the vehicle been sitting or stored for any length of time? If so, how long? \_\_\_\_\_

Is the vehicle normally garaged?  Yes  No

Is the vehicle only driven on short trips?  Yes  No

Has the vehicle ever been in an accident?  Yes  No

(if Yes, what was damaged?)

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Has the vehicle been stolen/recovered recently?  Yes  No

Has the vehicle just been washed?  Yes  No

Have you ever noticed wet carpeting?  Yes  No

Has the vehicle ever been in a flood?  Yes  No

Does the vehicle have a salvage title?  Yes  No

Has the vehicle recently had any body work  
Or other repairs?  Yes  No

Has a stereo or other accessory recently been  
Installed?  Yes  No

Does the vehicle's radio have static?  Yes  No

Are there any electrical accessories that do  
Not work?  Yes  No

(If yes, please list): \_\_\_\_\_

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Have you ever noticed any electrical issues?  Yes  No

(If yes, please list): \_\_\_\_\_

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Did the problem happen shortly after gas purchase?  Yes  No

Any recent change of gas brands?  Yes  No

Any unusual gas smells?  Yes  No

Did the problem occur right after loaning the car  
To someone else?  Yes  No

Does altitude seem to have any effect?  Yes  No

Does the number of occupants/passengers have  
Any effect?  Yes  No

Does the temperature gauge ever show overheat?  Yes  No

Does the temperature gauge ever show very  
Low temperature?  Yes  No

If yes, even after driving 20-30 minutes:  Yes  No

Does the heater take a long time to put out hot air?  Yes  No

Is the vehicle equipped with an anti-theft device?  Yes  No

If yes, does it work?  Yes  No

Does the vehicle have a hidden "Kill" switch?  Yes  No

Any other information that you feel might be useful? \_\_\_\_\_

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Thank you for taking the time to review this form and fill it out. Accurate information is a valuable tool for your technician and will assist in making an accurate and timely diagnosis.