

**Complaint Analysis**

(Make copies of this master form, which should be filled in according to customer complaint, noting the problem and under what conditions it occurs.)

Starting/ warm up	Excessive cranking	→												<b>Type of use/external influences</b>	
	After-start idle quality	→												Up hill	<input type="checkbox"/>
	Engine starts, dies	→												Downhill	<input type="checkbox"/>
	Throttle response	→												Highway driving	<input type="checkbox"/>
Idle	Surging	→												City driving, short distances	<input type="checkbox"/>
	Uneven	→												Winding roads	<input type="checkbox"/>
	Cuts out	→												Deceleration	<input type="checkbox"/>
	Other	→												Acceleration	<input type="checkbox"/>
Driving	Performance	→												Fuel tank , , , full	<input type="checkbox"/>
	Fuel consumption	→												Starting off and braking	<input type="checkbox"/>
	Engine stops running	→												Cold	<input type="checkbox"/>
	Other	→												Hot	<input type="checkbox"/>
Operating conditions	At full load	→												Wet	<input type="checkbox"/>
	During acceleration	→												Dry	<input type="checkbox"/>
	> 4 Seconds	→												Other	<input type="checkbox"/>
	Continuous	→													
	Intermittent	→													
	Hot ..... °C	→													
	Operating temp. .... 60–80° C	→													
	Cold ..... °C	→													
	Independent of temperature	→													