

Anderson Automotive Hybrid / EV Driving Sheet

Help Us Understand What The Vehicle Is Doing

Customer Information

Name: _____

Phone Number: _____

Email: _____

Vehicle Year / Make / Model: _____

Mileage: _____

What Is The Vehicle Doing?

Please check all that apply:

- Reduced EV driving range
- Vehicle does not charge properly
- Charging stops unexpectedly
- Vehicle charges slowly
- Hybrid/EV warning light or message
- Vehicle jerks during driving
- Brakes feel unusual/different
- Engine starts/stops unexpectedly
- Vehicle feels weak/sluggish
- Reduced power message appeared
- Vehicle will not enter EV mode
- Battery percentage/range drops quickly
- Charging cable/port concern
- Concern happens intermittently
- Vehicle drives normally sometimes and acts up other times
- Unsure

Other:

How often does it happen?

- Every drive
- Frequently

- Sometimes
- Rarely
- Only once so far

How noticeable is the Hybrid/EV driving issue?

1 = Very slight change in operation

10 = Severe drivability or charging issue

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

How confident do you feel driving the vehicle?

- Feels normal
- Slight concern
- Concerned about reliability
- Feels unreliable
- Concerned about battery/range
- Feels unsafe to drive

When Is The Concern MOST Likely To Happen?

- First start of the day
- Cold weather
- Hot weather
- Highway driving
- City driving
- During braking
- During acceleration
- During EV mode
- During gas/engine operation
- While charging
- After vehicle warms up
- During long trips
- Randomly / no pattern noticed

Other:

What BEST Describes The Concern?

- Like the vehicle switches modes harshly
- Like the brakes feel different than normal
- Like the vehicle hesitates or jerks
- Like the battery drains faster than normal
- Like charging stops unexpectedly
- Like the engine runs more than usual
- Like the vehicle loses power briefly
- Like the range estimate changes abnormally
- Like the vehicle does not respond normally to the accelerator
- Like the vehicle drives differently than before

Other description:

Does Anything CHANGE The Concern?

- Worse in cold weather
- Worse in hot weather
- Worse during highway driving
- Worse while charging
- Worse during braking
- Worse after driving awhile
- Better after restarting vehicle
- Stays the same all the time

Charging Experience

Please check all that apply:

- Charges normally sometimes
- Vehicle will not charge
- Charging stops before complete
- Slow charging concern
- Public charger concern
- Home charger concern
- Charging connector difficult to insert/remove
- Charging warning message appears
- Unsure

Additional details:

Did Anything Happen BEFORE The Concern Started?

- Recent repair/service
- Battery replacement/disconnect
- Charging equipment change
- Software update
- Vehicle sat unused
- No noticeable event
- Unsure

Additional details:

Warning Lights / Messages

- Check Engine Light
- Hybrid System Warning
- EV System Warning
- Reduced Power Message
- Charging Warning Message
- Battery Warning
- Multiple warning lights
- No warning lights
- Unsure

Can The Concern Be Reproduced Consistently?

- Every drive
- Only occasionally
- Hard to duplicate
- Mostly during charging
- Mostly in cold weather
- Mostly after vehicle warms up
- Random/no pattern noticed

Additional Information

Is there anything else you think would help us duplicate or understand the concern?

Optional

What do YOU think the concern might be?

(Example: charging issue, battery concern, hybrid system issue, etc.)
