

Anderson Automotive Starting / No-Start Sheet

Help Us Understand What The Vehicle Is Doing

Customer Information

Name: _____

Phone Number: _____

Email: _____

Vehicle Year / Make / Model: _____

Mileage: _____

What Happens When You Try To Start The Vehicle?

Please check all that apply:

- Starts normally
- Starts slowly
- Takes longer than normal to start
- Turns over normally but will not start
- Turns over slowly and will not start
- Clicks once
- Rapid clicking noise
- No sound/no response
- Starts then stalls immediately
- Needs gas pedal pressed to start
- Needs multiple attempts to start
- Starts sometimes but not always
- Needs a boost to start
- Push-button/key not recognized
- Remote start does not work
- Dash lights come on but vehicle will not start
- Dash lights go dim while trying to start
- Security/key warning message appears
- Unsure

Other:

How often does it happen?

- Every drive
- Frequently
- Sometimes
- Rarely
- Only once so far

If the vehicle has starting difficulty, how noticeable is the starting problem?

1 = Very slight delay/change

10 = Severe no-start condition

- Starts normally most of the time

- 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
- Afraid vehicle may not restart
- Had vehicle boosted/towed

When Is The Concern MOST Likely To Happen?

- First start of the day
- After sitting a few hours
- After sitting overnight
- Hot restart
- Cold weather
- Hot weather
- Wet/rainy weather
- After short trips
- After long drives
- Randomly / no pattern noticed

Other:

What Does The Vehicle Do During The Starting Attempt?

- Cranks normally
- Cranks slowly
- Cranks unevenly
- Single click noise
- Rapid clicking noise
- No crank/no sound
- Starts then stalls
- Engine almost starts but doesn't run
- Starts rough/shakes
- Warning lights appear
- Security/key message appears
- Interior lights dim significantly
- Unsure

Other description:

Does Anything HELP The Vehicle Start?

- Boosting vehicle
- Waiting awhile
- Pressing gas pedal
- Trying multiple times
- Warm weather
- Moving shifter/gear selector
- Locking/unlocking vehicle
- Remote starter works differently
- Nothing helps
- Unsure

Other:

Did Anything Happen BEFORE The Concern Started?

- Battery replacement
- Vehicle required a boost
- Recent repair/service
- Remote starter installation/repair
- Vehicle sat unused for extended period
- Dead battery previously

- Key/fob battery replacement
- Recent accident/impact
- No noticeable event
- Unsure

Additional details:

Warning Lights / Messages

- Check Engine Light
- Battery/Charging Warning
- Security/Immobilizer Message
- Push-button/key warning
- Reduced Power Message
- Multiple warning lights
- No warning lights
- Unsure

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: battery, starter, key issue, fuel issue, etc.)
