

# Electrical / Hard Start / No Start Diagnostics

## Customer questions:

- Please describe the issue you are experiencing: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Are there any warning lights or messages on the information center?
  - Batt/charge light on  CEL  Message Center: \_\_\_\_\_
- Does the vehicle require jump start after sitting? \_\_\_\_\_
  - If so, after sitting how long? \_\_\_\_\_
- Does the engine turn over (i.e. cranks) \_\_\_\_\_
  - If so does it turn over normally, or slowly \_\_\_\_\_
- If it doesn't turn over, can you hear any clicking? \_\_\_\_\_
  - Do the lights cut out or dim w/ attempting to start? \_\_\_\_\_
- Has this issue happened just this once? \_\_\_\_\_
  - If not, how often has it happened? \_\_\_\_\_
    - Any particular times? (ie. when hot/when cold, after sitting, etc)
    - Details: \_\_\_\_\_  
\_\_\_\_\_
- Have you tried anything yourself to resolve issue? \_\_\_\_\_  
\_\_\_\_\_