

Drivability Diagnostic Worksheet

Dear Mercedes-Benz Customer:

Your satisfaction is our first priority. Drivability concerns can be challenging for both you and the technician. Please take a moment to complete **both sides of this worksheet** to document your concerns. We also request you consider a brief test drive with a technician to ensure that we are pursuing the same concerns you have.

Customer Name: Year: Model:
(Please mark all of the answers that apply to your concern. The more information, the better)

My vehicle will

- Not accelerate as fast as usual
- Hesitate or stumble
- Not start, but engine seems to turn over
- Not accelerate at all
- Stall or switch off completely
- Not start, no starter noise

The problem lasts for

- A second
- Several seconds
- Half a minute
- A minute
- Until I restarted the engine
- Does not go away

While the problem is present...

- There are no warning lights, messages or indicators
- A warning message says:
- A warning light or indicator appears. Which one(s)?
- What color is the warning? Red Yellow White Other
- How long is the warning visible? A second Minutes The rest of the drive
- Comments:

When this happens I am driving at a speed of

- 0-5 MPH
- 5-10 MPH
- 10-25 MPH
- 25-40 MPH
- 40-65 MPH
- Over 65 MPH
- Just starting off
- Coming to a stop
- Stopped

This happened while I was

- Accelerating quickly
- Accelerating slowly
- Driving at a constant speed
- Using Cruise Control
- Slowing with the brakes
- Slowing without braking
- Turning a corner
- Parking

This problem has happened to me times. I drive my car about times per day and about miles each time I drive.

Out of ten times that I drive this problem will happen to me about times.

The most recent time this happened to me, I had been driving for

- Under a minute 1 to 5 minutes 5 to 15 minutes 15 to 30 minutes
- Over 30 minutes It happened as soon as I started the vehicle

When was this? Time: Oam Opm | Date: .

How long had the vehicle been parked? Days Hours

The time before that, I had been driving for

- Under a minute 1 to 5 minutes 5 to 15 minutes 15 to 30 minutes
- Over 30 minutes It happened as soon as I started the vehicle

When was this? Time: Oam Opm | Date: .

How long had the vehicle been parked? Days Hours

Have you brought the vehicle to anyone for this problem before? No Yes

If yes, Who?

- MB Dealer Other dealer
- Independent workshop Other

When was that? Date: .

If possible, please provide all service records for review, since this can greatly help our diagnosis.

Comments:

To be completed by Service Department Personnel:

Customer name: <input type="text"/>	Date: <input type="text"/>	RO: <input type="text"/>
VIN: <input type="text"/>	Year: <input type="text"/>	Model: <input type="text"/>
Road test with customer?	<input type="radio"/> No <input type="radio"/> Yes	Employee No: <input type="text"/>
Noise verified on road test?	<input type="radio"/> No <input type="radio"/> Yes	
Noise located on road test?	<input type="radio"/> No <input type="radio"/> Yes	
Follow-up road test after repair?	<input type="radio"/> No <input type="radio"/> Yes	

Additional Notes:
