

# Verify Customer Concern

Meets ASE Task: (A9-A-1) Verify the customer complaint.

Name \_\_\_\_\_ Date \_\_\_\_\_ Time on Task \_\_\_\_\_

Make/Model/Year \_\_\_\_\_ VIN \_\_\_\_\_ Evaluation: 4 3 2 1

\_\_\_\_\_ 1. What symptom is the customer concern?

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ 2. What DTCs, if any, were stored? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ 3. Were there any recent repairs to the vehicle? \_\_\_\_\_ If so, what was done? \_\_\_\_\_

\_\_\_\_\_ 4. Is a road test needed to verify the concern? \_\_\_\_\_ Explain why \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ 5. What further diagnosis is needed? \_\_\_\_\_

\_\_\_\_\_

