Dear Valued Customer: Our goal is to fix your vehicle right the first time and get you back on the road. Please help us understand your concern by completing this worksheet. Part 1 (pages 1–3) is for everyone. Then add the module page for each area with a problem.

CUSTOMER & CONTACT

CUSTOMER / COMPANY NAME		PHONE	
DRIVER NAME & PHONE (IF DIFFERENT)		REPAIR APPROVER NAME & PHONE (IF DIFFERENT)	
EMAIL		PO NUMBER	
STREET ADDRESS	CITY	STATE	ZIP

CUSTOMER TYPE	◯ Personal vehicle ◯ Owner-operator ◯ Fleet account
PREFERRED CONTACT	◯ Call ◯ Text ◯ Email ◯ Fleet portal
DROP-OFF	◯ Waiting ◯ Dropping off ◯ Night drop ◯ Towed in by: _____
URGENCY	☐ Out of service ☐ Load waiting ☐ First available ☐ Not urgent ☐ Needed by: _____
HOW DID YOU HEAR ABOUT US?	◯ Google ◯ Facebook ◯ Referral ◯ Drove by ◯ Already a customer ◯ Other: _____

VEHICLE

VEHICLE CLASS (PICK ONE)	◯ Heavy-duty truck (Class 7–8) ◯ Medium-duty truck (Class 4–6) ◯ Light-duty diesel (pickup, van) ◯ RV / motorhome ◯ Automotive ◯ Equipment / ag / off-road ◯ Trailer only

YEAR	MAKE	MODEL	VIN

ENGINE	ENGINE SERIAL #	FUEL	DRIVE

CAB / BODY · GVWR · BRAKES (AIR / HYDRAULIC)	AXLES

LICENSE PLATE / STATE	UNIT / FLEET NO.	MILEAGE	ENGINE HOURS

TRANSMISSION	◯ Manual — _____ speed ◯ Automated manual ◯ Automatic
TRAILER	◯ No trailer ◯ Trailer attached — trailer no.: _____

YOUR CONCERNS

MAIN CONCERN: IF YOU COULD CHANGE ONE THING ABOUT HOW THE VEHICLE IS ACTING RIGHT NOW, WHAT WOULD IT BE?

OTHER CONCERNS (ONE LINE EACH) OR ANYTHING ELSE WE SHOULD KNOW

WHEN DOES THE MAIN CONCERN HAPPEN? (CHECK ALL THAT APPLY)

Check only what is true at the moment the problem happens, not how the vehicle is normally driven.

HOW OFTEN	☐ Getting worse ☐ Comes and goes ☐ Only once so far ☐ Always ☐ Started: _____
ENGINE TEMP.	☐ Cold start ☐ Warming up ☐ At operating temp. ☐ Any temperature
WEATHER	☐ Below freezing ☐ Hot days ☐ Rain / wet ☐ Snow / ice ☐ Any weather
DRIVING	☐ At idle ☐ Light throttle ☐ Hard accel. / full throttle ☐ Cruising at _____ MPH ☐ Climbing a grade ☐ Descending / engine brake ☐ Stop-and-go / city ☐ Highway ☐ Parking / low speed
LOAD	☐ Empty ☐ Loaded ☐ Towing a trailer ☐ PTO in use ☐ During / right after a regen
CAN YOU SHOW US THE PROBLEM?	○ Yes ○ No ○ Only when: _____

WARNING LIGHTS & FAULT CODES

LIGHTS ON OR FLASHING NOW	☐ Check engine ☐ Stop engine (red) ☐ Wait-to-start ☐ Water-in-fuel ☐ Battery / charging ☐ ABS — tractor ☐ ABS — trailer ☐ DPF / DEF ☐ Transmission ☐ Other: _____

CODE	DESCRIPTION (IF KNOWN)	PULLED BY (YOU, TELEMATICS, A SHOP)	DATE

WERE ANY CODES CLEARED?	○ No ○ Not sure ○ Yes — by whom: _____

CUSTOMER / COMPANY: _____ **UNIT #:** _____ **RO # (SHOP):** _____

REPAIR & MAINTENANCE HISTORY

LAST OIL CHANGE (DATE / MILES)	
BEEN HERE BEFORE FOR THIS?	◯ No ◯ Not sure ◯ Yes — about when: _____
RECENT WORK ON THIS PROBLEM — WHO DID IT, WHEN, WHAT WAS DONE OR REPLACED	

MODIFICATIONS

Disclosing modifications helps us diagnose accurately.

MODIFICATIONS	☐ None ☐ Emissions removed or altered ☐ Lift kit / oversized tires ☐ Other aftermarket equipment ☐ Tuner / programmer ☐ Aftermarket turbo, injectors, or pump ☐ Engine swap
DETAILS — BRAND, TIRE SIZE, ENGINE INSTALLED, ETC.	

CUSTOMER AUTHORIZATION

I authorize OCD Diesel to perform the diagnostic work described on this worksheet, up to the amounts listed below. No additional repairs will be performed without my approval.

APPROVAL LIMIT ($) — CALL ME BEFORE GOING OVER	**DIAGNOSTIC FEE ($) — SHOP FILLS IN**

TEST DRIVE / ROAD TEST	☐ I authorize a test drive / road test ☐ Loaded trailer needed to reproduce it ☐ Vehicle requires a CDL driver ☐ Restrictions: _____

CUSTOMER SIGNATURE _____ **PRINTED NAME** _____ **DATE** _____

Module pages: A Engine & fuel, B Electrical (page 4) · C Emissions, D Fluid leaks (page 5) · E Brakes & suspension, F Drivetrain (page 6)

Fleet accounts: your DOT number, billing contact, and approval limit are kept on your account, so you don't have to fill them in every visit.

CUSTOMER / COMPANY: _____ **UNIT #:** _____ **RO # (SHOP):** _____

OCD DIESEL
HEAVY TRUCK · LIGHT-DUTY DIESEL · AUTOMOTIVE

SERVICE INTAKE WORKSHEET

MODULE A · ENGINE & FUEL · MODULE B · ELECTRICAL

MODULE A — DIESEL ENGINE & FUEL

STARTING

- ☐ Hard start when cold
- ☐ Hard start when hot
- ☐ Cranks but won't start
- ☐ Won't crank
- ☐ Long crank — approx. ____ seconds
- ☐ Wait-to-start light acting up
- ☐ Block heater used

SMOKE — COLOR

☐ White ☐ Black ☐ Blue / gray

SMOKE — WHEN

- ☐ At cold start
- ☐ At idle
- ☐ Under load
- ☐ Constant

POWER & PERFORMANCE

- ☐ Low power / sluggish
- ☐ Derate or limp mode
- ☐ Surges or hunts at idle
- ☐ Stalls — when: _____
- ☐ Misfire / rough running / knock
- ☐ Turbo whistle, surge, or no boost
- ☐ Blow-by / oil from breather
- ☐ Poor MPG — was ____ / now _____
- ☐ Runs hot / overheats
- ☐ Using oil or coolant — how much: _____
- ☐ Engine noise: _____

WHERE LAST FUELED	ADDITIVES USED

PROBLEM STARTED AFTER A FILL-UP?	○ Yes	○ No	○ Not sure

LAST FUEL FILTER CHANGE — DATE	MILES AT THAT CHANGE

FUEL CONCERNS	☐ Ran out of fuel	☐ Suspected gelling	☐ Winter blend / #1	☐ Biodiesel B _____

EXPLAIN (ENGINE & FUEL)

MODULE B — ELECTRICAL

ELECTRICAL SYMPTOMS

- ☐ Dead battery / won't hold charge
- ☐ Lights flicker or dim
- ☐ Accessory not working: _____
- ☐ Only on rough roads / bumps
- ☐ Recent electrical work or add-ons
- ☐ Slow crank
- ☐ Gauges erratic or dead
- ☐ Blows fuses — circuit: _____
- ☐ Only after running ____ minutes

EXPLAIN (ELECTRICAL)

CUSTOMER / COMPANY: _____ **UNIT #:** _____ **RO # (SHOP):** _____

MODULE C — EMISSIONS & AFTERTREATMENT

WHICH EMISSIONS WARNING?

- ☐ DPF / soot level
- ☐ DEF level or DEF quality
- ☐ SCR / NOx
- ☐ EGR
- ☐ High exhaust temperature
- ☐ Derate countdown — _____ mi. left
- ☐ Already limited to _____ MPH

REGENERATION

- ☐ Regens more often — every _____ mi.
- ☐ Regens get interrupted
- ☐ Parked / forced regen won't finish
- ☐ Smell or smoke during regen

DUTY CYCLE (NORMAL DRIVING)

- ☐ Mostly short trips
- ☐ Lots of idling — about _____ %
- ☐ Mostly highway

LAST DEF FILL — WHERE / WHEN / FROM (PUMP, JUG, TOTE)	DEF FROZEN, STORED HOT, OR ANYTHING ELSE ADDED? Y / N

EXPLAIN (EMISSIONS)

MODULE D — FLUID LEAKS

FLUID COLOR / TYPE

- ☐ Black or brown (engine oil)
- ☐ Clear or amber, diesel smell (fuel)
- ☐ Green, orange, pink, yellow (coolant)
- ☐ Red (transmission / steering)
- ☐ Clear, no smell, white crust (DEF)
- ☐ Thick, strong smell (gear oil)
- ☐ Don't know

LOCATION

- ☐ Front of engine
- ☐ Rear of engine
- ☐ Wheel ends
- ☐ DEF tank / lines
- ☐ Under trans.
- ☐ Rear axle / diff
- ☐ Fuel tank / lines

WHEN

- ○ Only when running
- ○ Only when parked
- ○ Both

☐ Puddle size overnight: _____

EXPLAIN (LEAKS)

CUSTOMER / COMPANY: _____ **UNIT #:** _____ **RO # (SHOP):** _____

MODULE E — AIR BRAKES, STEERING & SUSPENSION

AIR SYSTEM

- ☐ Slow air build-up
- ☐ Air leak — location: _____
- ☐ Compressor won't cut out / cycles a lot
- ☐ Low air warning / buzzer
- ☐ Air dryer purging constantly / never
- ☐ Water or oil in air tanks

STEERING

- ☐ Hard steering
- ☐ Excessive play / wanders
- ☐ Pulls left / right: _____
- ☐ Shimmy / vibration at _____ MPH
- ☐ Steering wheel off center

TRAILER CONNECTION

- ☐ Trailer lights not working
- ☐ Gladhand / air line leak
- ☐ Trailer brakes not applying / releasing

BRAKES

- ☐ Pulls to one side when braking
- ☐ Wheel shakes when braking
- ☐ Weak brakes / long stops
- ☐ Brakes dragging or hot
- ☐ Grabbing or uneven braking
- ☐ Spring brake won't release / hold
- ☐ Out of adjustment at inspection
- ☐ Brake noise: _____

SUSPENSION & CHASSIS

- ☐ Air ride leaning / not holding height
- ☐ Rough ride / bottoms out
- ☐ Fifth wheel won't lock / release / slide
- ☐ Clunk over bumps — where: _____
- ☐ Uneven tire wear — axle: _____

EXPLAIN (BRAKES, STEERING & SUSPENSION)

MODULE F — DRIVETRAIN

SHIFTING

- ☐ Grinds going into ____ gear
- ☐ Pops out of ____ gear
- ☐ Won't shift into ____ gear
- ☐ Shifts early, late, or harsh
- ☐ Slips under load
- ☐ Stuck in one gear / limp mode

CLUTCH (MANUAL)

- ☐ Slips
- ☐ Chatters / grabs
- ☐ Hard pedal
- ☐ Won't release
- ☐ Clutch brake not working

DRIVELINE & AXLES

- ☐ Vibration at _____ MPH
- ☐ Clunk taking off or shifting
- ☐ Diff whine — front / rear / both
- ☐ Inter-axle / diff lock issue
- ☐ 4WD won't engage / disengage

EXPLAIN (DRIVETRAIN)

CUSTOMER / COMPANY: _____ **UNIT #:** _____ **RO # (SHOP):** _____

OCD DIESEL
HEAVY TRUCK · LIGHT-DUTY DIESEL · AUTOMOTIVE

STAFF CHECK-IN
STAFF USE ONLY

STAFF CHECK-IN · STAFF USE ONLY

HOW THE FORM CAME IN	◯ Paper at the counter ◯ Emailed ◯ Filled out online on: _____ ◯ Phone intake ◯ Fullbay request		
DATE / TIME IN	**RO #**	**SERVICE ADVISOR**	**TECHNICIAN**
VIN AS READ ON THE UNIT		**MATCHES THE WORKSHEET? Y / N**	
MILES IN	**HOURS IN**	**KEYS / KEY TAG #**	**PARKED AT**
MODULES ATTACHED	☐ A · Engine & fuel ☐ B · Electrical ☐ C · Emissions ☐ D · Fluid leaks ☐ E · Air brakes, steering & suspension ☐ F · Drivetrain		
WALK-AROUND	☐ Done ☐ Existing damage noted below ☐ Photos taken		
EXISTING DAMAGE / NOTES AT CHECK-IN			
CONCERN VERIFIED ON ROAD TEST?	◯ Yes ◯ No ◯ Could not reproduce ◯ Not road tested		
CODES FOUND AT CHECK-IN			

APPROVAL CALL

DATE	**TIME**	**SPOKE WITH**	**APPROVED ($)**
APPROVED BY	◯ Phone ◯ Text ◯ Email ◯ In person ◯ Fleet portal		
INVOICE MUST SHOW (PER THE FLEET ACCOUNT)	☐ PO number ☐ Unit number ☐ Mileage ☐ Engine hours ☐ VIN ☐ License plate ☐ Driver: _____ ☐ Cost center: _____ ☐ Other: _____ ☐ Work order / authorization #: _____		

AT DELIVERY

REVIEWED WITH CUSTOMER?	◯ Yes ◯ No ◯ Left a message	
MILES OUT	**DATE OUT**	**RELEASED TO**

CUSTOMER / COMPANY: _____ **UNIT #:** _____ **RO # (SHOP):** _____