



# Customer Contact Form

CONTACT INFO			
COMPANY NAME:		TELEPHONE #:	PO#:
CONTACT NAME:		TELEPHONE #:	DATE:
ADDRESS:		CITY:	STATE: ZIP CODE:
NEW CUSTOMER:	EXISTING CUSTOMER:		BY WHOM: (INITIALS)
HOW DID YOU HEAR ABOUT US?		PLEASE PROVIDE AN EMAIL ADDRESS TO BE NOTIFIED OF OUR SERVICE SPECIALS	

VEHICLE INFO					
<b>MUST HAVE COPY OF DRIVERS LICENSE AND REGISTRATION</b>					
WHERE IS YOUR VEHICLE PARKED - FRONT OR BACK?			WHEN DO YOU NEED YOUR VEHICLE BACK?		
VIN #:			MILEAGE:		
LICENSE #:	UNIT #:	TRUCK NAME:	YEAR:	MODEL #:	COLOR:

REQUESTED REPAIRS
A:
B:
C:

**TERMS: CASH UNLESS ARRANGEMENTS ARE MADE**  
 I hereby authorize the above work to be done along with the necessary materials. You and your employees may operate this vehicle for the purposes of testing, inspection, or delivery. An express Mechanic's Lien is acknowledged on this vehicle to secure the amount of repairs thereto. Metro Fuel Injection will not be held responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, accident, or any other cause beyond Metro Fuel Injection's control.

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the products sold hereby are those made by the manufacturer. Metro Fuel Injection, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and Metro Fuel Injection neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

**NOTICE OF CONSUMER RIGHTS**  
 You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any price limited estimate: or (2) any parts or labor estimate by more than 10%. Additional repairs may not be performed without consent. You may waive your right to an estimate, which gives Metro Fuel Injection the right to set the price without your permission. **Your signature will indicate your selection:**

**A. I AUTHORIZE METRO FUEL INJECTION TO PERFORM REPAIRS ON MY VEHICLE AND I DO NOT REQUIRE AN ESTIMATE.**

**X** \_\_\_\_\_

**B. PLEASE PROCEED WITH REPAIRS BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS:**

**\$** \_\_\_\_\_ **X** \_\_\_\_\_

CALLED: \_\_\_\_\_ QUOTED: \_\_\_\_\_ AUTH. BY: \_\_\_\_\_

# Diagnostic Questionnaire

## LOW POWER

VEHICLE SPEED?	ALL THE TIME OR JUST CLIMBING HILLS?	LOADED OR UNLOADED?	ENGINE MISSES, STUMBLES, SHAKES, SURGES OR POPPING?			
ENGINE SMOKES - WHAT COLOR?	DOES IT HAPPEN HOT OR COLD?	ANY CHECK ENGINE LIGHTS ON? Y N	RED OR YELLOW LIGHT?	ENGINE SHUTS OFF? Y N	WILL IT RESTART? Y N	OIL LEAK? Y N
WHEN WAS LAST OIL CHANGE?			WHEN WAS LAST FILTER CHANGE?			
PREVIOUS WORK DONE?						

## HARD TO START

NO START? Y N	NO CRANK? Y N	HARD TO START - HOT AND/OR COLD?	BATTERY VOLTAGE?	ALTERNATOR AMPS/VOLTS?		
WHEN WAS THE LAST TIME BATTERIES / ALTERNATOR / STARTER REPLACED?			BLOCK HEATER PLUGGED IN? Y N	ETHER USED TO START? Y N	ODOR OR BURNING SMELL? Y N	CHECK ENGINE LIGHT ON? Y N
WHEN WAS LAST OIL CHANGE?			WHEN WAS LAST FILTER CHANGE?			
PREVIOUS WORK DONE?						

## ENGINE OVERHEATS

AT WHAT TEMP?	NO HEAT? Y N	BLOWER MOTOR WORKING? Y N	CHECK ENGINE LIGHT ON? Y N	OIL LEAK? Y N	ANY VISIBLE COOLANT LEAKS? Y N	DOES FAN TURN ON? Y N	
WHEN WAS LAST OIL CHANGE?				WHEN WAS LAST FILTER CHANGE?			
PREVIOUS WORK DONE?							

## CHECK ENGINE LIGHT ON

RED OR YELLOW?	ENGINE SHUTS OFF? Y N	WILL IT RESTART? Y N
PREVIOUS WORK DONE?		

## ENGINE SMOKING

WHAT COLOR SMOKE?	DOES IT HAPPEN ALL THE TIME OR ONLY WHEN COLD?
PREVIOUS WORK DONE?	