

Subject		Market
Vehicle Drivability Complaint Questionnaire		USA
Service Category	Section	
Engine/Hybrid System	Engine Control	
Applicability		
RX, ES, GX, LS, UX, IS		

APPLICABLE VEHICLES

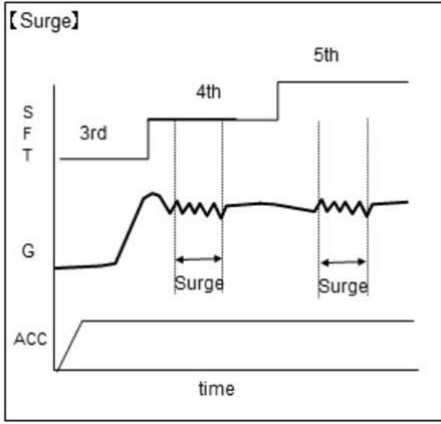
2018-2021	IS350	2018-2021	LS500
2019-2021	UX200	2019-2021	IS300
2018-2021	GX460	2018-2021	RX350
2018-2021	ES350		

CONDITION

The Lexus Quality group is looking to better understand our customers expectation regarding vehicle drivability. Specifically, we are looking at vehicle surge/hesitation condition (inconsistent acceleration) and would like to recover detailed customer voice and vehicle data. Refer to below surge/hesitation graph.

If you have a customer with this type of concern, and no other fault with the vehicle has been found, follow the instructions below.

If you are unclear if the customer is experiencing a surge/hesitation condition, continue to follow the instructions below.



RECOMMENDATIONS

Collect the following information and then contact TAS.

Dealer Provided:

Vehicle information

- Tire condition
 - Brand
 - Size (e.g. 195/65 R15 91H)
 - Tread depth, equal tread depth
 - Air pressure when customer arrives at the dealer
- Aftermarket products (lift kit, wheels, non-OEM tires)
- Current EFI/ECT software/calibration number

Evaluation/duplication drive (If you cannot duplicate, request this information from the customer):

- Road information where customer has the complaint (Street Name, location, smoothness, when traveling uphill or downhill, etc.)

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RECOMMENDATIONS

- Elevation of testing area
- Weather condition of test (ambient air temp, rain, etc.)
- AC status (on/off, temperature, defroster, etc.)

Customer Provided Information

- **See questionnaire below and have the customer fill out** (Questionnaire can also be found under “Customer Interview Forms” on Service Lane --> Knowledge Center)

Data Recording:

During drive with the customer, take a vehicle snapshot using Techstream to capture **only** the following datalist parameters.

PID Values	Units		
Vehicle speed	MPH	Accelerator position	%
Engine speed	RPM	Open side malfunction	On/Off
Calculated load	%	Throttle request position	V
Mass air flow Sensor	gm/sec	Throttle sensor position	%
Atmospheric pressure	psi	Throttle position command	V
Coolant temperature	°F	Throttle position sensor open position No.1	V
A/T oil temperature No.1	°F	Output axis speed	rpm
Intake air temperature	°F	NT sensor speed	rpm
Ambient air temperature	°F	Shift SW status (P, R, N, S, D range)	On/Off
Engine run time	sec	Drive mode status	Normal
IG-On coolant temperature	°F	Power mode SW	On/Off
IG-On intake air temperature	°F	Lock up status	On/Off
Battery voltage	V	Shift status	1-6
Stop Light SW	On/Off	Actual engine percent torque	%

Mark (Flag) each instance of the customer complaint.

- For technician drive only (do **NOT** have customer perform) – during condition duplication, select neutral gear position and see if the drivability condition changes in any way. Note change if any. This will help determine if it is drivetrain or vehicle side related.

Once all items are complete (vehicle data, customer questionnaire, Techstream snapshot) **create a TAS case using the listed symptom codes**

- Service Category - Drivetrain
- Section - Automatic Transmission/Transaxle
- SubComponent - Shift Function
- Condition - Design/Less Than Expectation

Attach all documents and a technical review of the information will be conducted. Contact your field representative if there are any questions.

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RECOMMENDATIONS

Vehicle Drivability – Customer Questionnaire

1. Fuel

- Octane (is same octane used all the time?) _____
 - o Please provide most commonly used brand of fuel _____

2. Occurrence

- Location/area where condition is commonly felt (Street Name, Intersection roads, Road surface, Etc.)

- When does the condition occur after startup? (immediately, after x minutes, startup has no affect)

- How long does this occurrence last? (short single instance, couple seconds, etc.)

LINK REFERENCES

This Tech Tip does not contain any link references