



# Helpdesk Troubleshooting

---

Customer Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Truck Make & Model: \_\_\_\_\_ Engine: \_\_\_\_\_

Sales Number: \_\_\_\_\_ Helpdesk Ticket #: \_\_\_\_\_

What is the issue & When did it happen?:

---

---

---

Any Smoke?: Yes / No Color of Smoke: \_\_\_\_\_

When Scanned did it throw a code?: Yes / No Code #: \_\_\_\_\_

Miles on Engine: \_\_\_\_\_ Weight of Oil: \_\_\_\_\_

History & Maintenance (last oil change, ect.):

---

---

Any aftermarket parts? (lift kits, air intakes, ect.):

---

Type of Turbo: \_\_\_\_\_ Tuner & Tune: \_\_\_\_\_

Transmission: \_\_\_\_\_

Failure of Last Engine?:

---

---

---

Extra Notes:

---

---

---