* SYMPTOM CHECK LIST *

1991 Mitsubishi Montero

SYMPTOM CHECK LIST WORKSHEETS

* PLEASE READ THIS FIRST *

NOTE: This article is intended for general information purposes only. It does not apply specifically to one make or model.

PURPOSE

Why Use the Symptom Check List Worksheets?

One of the most difficult and critical lines of communication is between the service customer and the technician. The clearer the technician understands the customer's concerns, the more likely the problem will be "fixed right the first time".

The Symptom Check List Worksheets in this article are designed to improve this communication. When used consistently, they can be helpful in reducing shop comebacks, increasing technician productivity, and producing satisfied customers. They also provide other benefits:

- Reduce "No Trouble Found" problems
- Increase customer involvement Customer perceive that "they really care and listen"
- * Save time during peak write-up periods
- * Reduce recontacting customers for additional information
- * Improve night drop information
- * Insure all the right questions are asked at write-up

Making the Worksheets a Part of Your Normal Routine The following information contains ideas that may be helpful in forming habits that promote daily use of the Symptom Check Lists:

- * HAVE THE SERVICE ADVISER FILL OUT THE FORM(S) WITH THE CUSTOMER WHENEVER POSSIBLE.
- * Place them in your night drop for the customer to fill out, along with an instruction sheet to help them understand what to do.
- Hand out the worksheets to customers while they wait in line during the peak morning rush and ask them to fill it out. It will save time for all concerned and improve the quality of information received from the customer.
- Make sure it is attached to the hard copy when it goes to the technician.
- Place a copy with the final repair papers and review it with the customer at delivery.
- Put a new worksheet in the glovebox of all departing customers.
- Require that you personally see a copy of all worksheets filled out for shop comebacks.
- * Hold a shop meeting to get employee buy-in and their ideas on how to make it effective in your shop.

There are many other ways to utilize the concept, but as with every other idea, successful implementation depends on employee involvement and buy-in.

SYMPTOM CHECK LIST WORKSHEETS

CONDENSED VERSION - ALL ON ONE PAGE

NOTE: Have the service adviser fill out this form with the customer whenever possible.

· · · · · · · · · · · · · · · · · · ·	DRIVEABILITY WORKSHEET { To Be Filled Out By Vehicle Owner }
Name:	Date: Make:
Model:	Year: Engine: Mileage:
FA	ULT CHARACTERISTICS - SYMPTOMS - DESCRIPTION OF PROBLEM (Please Check All That Apply in All Categories)
Starting Problems	Will Not Crank Cranks, But Won't Start Starts, But Takes A Long Time
Engine Quits/ Running Problems	Quits: Right After Starting When Put Into Gear Right After Vehicle Comes To A Stop During Steady Speed Driving While Idling During Acceleration When Parking
Poor Idling Conditions	Idle Speed: Is Too Slow At All Times Is Too Slow With A/C On Is Too Fast Is Rough Or Uneven Fluctuates Up and Down
Poor Running Conditions	Runs Rough Lacks Power Hesitates Or Stumbles On Acceleration Bucks and Jerks Engine Knocks, Pings, Rattles Backfires Poor Fuel Economy Misfires or Cuts Out Surges and/or Chuggles Dieseling or Run-On Engine Light Always On Engine Light On Sometimes Fuel, Gas, or Sulfur Smell
Auto. Transmission Problems	Improper Shifting (early/late) Changes Gear Randomly On Its Own Changes Not Move When In Gear
Poor Handling	Pulls To One Side Hard Steering Vehicle Shakes and/or Vibrates While Moving
Noise Problems	Explain:
Odor Problems	Explain:
Problem Frequency	Always Often Occasionally
Usually Occurs	Morning Afternoon Anytime
Engine Temp.	Cold Warm Hot
Vehicle Speed	Low Cruising High
Driving Conditions During Occurrence	Short - Less Than 2 Miles 2-10 Miles Long - More Than 10 Miles Stop & Go While Turning While Braking At Gear Engagement With A/C Operating With Headlights On During Acceleration During Deceleration Mostly Downhill Mostly Uphill Mostly Level Mostly Curvy Rough Road
Driving Habits	Drive Hard Before Engine Is Warmed Allow Engine To Warm Mostly City Driving Highway Park Vehicle Inside Outside Drive Per Day: Less Than 10 Miles 10-50 More Than 50 Fuel Octane: 87 89 91 More Than 91 Brand:
Outside Weather	Cold Warm Hot Wet/Rainy Fog

Fig. 1: Entire Vehicle - Symptom Check List For Customer

FULL VERSION - ALL ON FOUR PAGES

customer whenever possible.

Dear Valued Customer:

Our goal is to fix your problem correctly and get you back on the road as soon as possible in the unlikely event you experience a problem with your vehicle. Help us identify the exact nature of the concern by taking a few moments to complete the appropriate section of this diagnostic worksheet. Thank you.

CUSTOMER NAME:	PHONE NO .:		R	EPAIR OR	DER NO.:
DIAGNOS					
DRIVEABILITY	- ENGINE - A	UTOMATIC TR	ANSMISSION		
SYMPTOM (CHECK ALL THAT APPLY) ENGINE		OPERATING CO HOW OFTEN DO			THAT APPLY) and/or Transmission)
"Service Engine Soon"/"Malfunction Indicator Lig Hard start/no start (cranks OK) Won't crank Engine stalls Engine miss Miss while driving Hesitates, stumbles or sags Rough idle		Always Hew hours Few months Every Other (explain Just started Since new	to	miles	Few minutes Few waeks Only during event Unknown Getting worse
Idle is too high Poor power/performance	W	WHEN DOES IT When Engine To		ine and/o	r Transmission)
Surge or chuggle, buck - jerk - skip O Poor gas mileage Highway City Pings, detonates	I	□ Cold □ All the time	U Warm	nly during	Hot warmup
Suphur, rotten egg odor Backfires (popping noise) - underhood/tailpipe Khaust smoke Runs on after key is turned off Speed fluctuates without moving accelerator Engine noise (explain):		Weather Condit	alow 0 degrees 60 degrees F	□ Wai □ Any □ Hui	ld - 0 to 32 degrees F rm - 60 to 80 degrees F y environment mid ner (explain below)
(whine, rattle, groan, clunk, etc.)		Driving Condition Light throttle Starting Over bumps Cruising stea Anytime	☐ Medium th □ At idle □ When shift	ing	 Hard throttle Decelerating While turning While braking Downhill
TRANSMISSION Does not shift properly Hard shift UNIII not shift Up	Down	☐ Highway ☐ Between ☐ Only with A/C		and	Stop and go MPH
Will not shift into overdrive I Engine starts in other than "P" or "N" Noise (describe):		What Type of Fe Regular UL Gasohol Diesel #1		UL 🛛 Pre	Brand? emium Unleaded thanol ious brands
(whine, rattle, groan, clunk, buzz, Shifts into gear too early Overdrive doesn't work with speed control, but is otherv Highway speed - shudder, surge, etc.		When Gear Sele	🗆 R	everse rive/2	Overdrive Drive/1
Other:		Between Gears		ev/Drive hird/Overdr	☐ First/Second
EXPLAIN:					

Fig. 2: Symptom Check List - Page 1

SYMPTOM Vehicle pulls right - Wi Vehicle pulls left - Whe Steering wheel vibrate Excessive play in stee Erratic steering when I	ən s at MPH ring braking	Lean	ension bottoms out s or sways in corner e light on tion control light on ven tire wear	s 🖸 ʻ	Sits uneven Dog" tracks ABS light on Soft ride
Poor steering wheel re	eturn after cornering	1			
Hard to steer Effort Steering wheel off cen	U Wanders	Shimm		k box below for le ☐ Don't kno ☐ Other	
Brake pedal	Pulses		eaks 🛛 Hard	Mushy	Excessive tra
WHEN DOES IT OCCU Cold days Parking manuevers	JR? ☐ Hot days ☐ At road speed	☐ Wet/ □ Acce] All the time] Decelerating	Intermittent
• •	Left	☐ Right			Don't know Don't know
Rear Suspension Passenger Compartm Instrument Panel	Left	Right Right Right Right Right Right Right Right	t Center t Center t Center t Center t Center		Don't know Don't know Don't know Don't know
 Engine Compartment Front Suspension Rear Suspension Passenger Compartm Instrument Panel Doors Rear seat area 	□ Left □ Left ent □ Left	Right	t Center t Center t Center t Center t Center t Center		Don't know Don't know Don't know
Front Suspension Rear Suspension Passenger Compartm Instrument Panel Doors Rear seat area NOISE SOUNDS LIKE Knocks Hard	Left Left Left Left Left Left Conse dimetal	Right	t Center t Center t Center t Center t Center t Center		Don't know Don't know Don't know Don't know
Front Suspension Rear Suspension Passenger Compartm Instrument Panel Doors Rear seat area NOISE SOUNDS LIKE Knocks Hard	Left Left Left Left Left Const d metal les	☐ Righi ☐ Righi ☐ Righi ☐ Righi ☐ Righi ole ☐ Othe	t Center t Center t Center t Center t Center t Center	Ticking	Don't know Don't know Don't know Don't know Don't know
Front Suspension Rear Suspension Passenger Compartm Instrument Panel Doors Rear seat area NOISE SOUNDS LIKE Knocks Hard Squeaks Ratt HOW OFTEN DOES IN	Left Left Left Left Left Conse metal les COCCUR? Often UR? Speed Light throttle	Right Retal Scraping Intermittent RPM Decelerate Humid or rain	t Center t Center t Center t Center t Center t Center t Center t Center t Other_ d Just sta Only moving Steady speed y Tempe	arted On turns	Don't know Don't know Don't know Don't know — Whine — Whine Since new
Front Suspension Rear Suspension Passenger Compartm Instrument Panel Doors Rear seat area NOISE SOUNDS LIKE Knocks Hard Squeaks Ratt HOW OFTEN DOES IT Continuous WHEN DOES IT OCCU All the time Hard throttle Hot days	Left Left Left Left Left Conse metal les CCCUR? Often UR? Speed Light throttle Cold days	Right Retal Scraping Intermittent RPM Decelerate Humid or rain	t Center t Center t Center t Center t Center t Center t Center t Center t Other_ d Just sta Only moving Steady speed y Tempe	arted On turns	Don't know Don't know Don't know Don't know — Whine — Whine Since new
Front Suspension Rear Suspension Passenger Compartm Instrument Panel Doors Rear seat area NOISE SOUNDS LIKE Knocks Harc Squeaks Ratt HOW OFTEN DOES IT Continuous WHEN DOES IT OCCU All the time Hard throttle Hot days Heavy bumps	Left Left Left Left Left Conse metal les CCCUR? Often UR? Speed Light throttle Cold days	Right Retal Scraping Intermittent RPM Decelerate Humid or rain	t Center t Center t Center t Center t Center t Center t Center t Center t Other_ d Just sta Only moving Steady speed y Tempe	arted I on turns	Don't know Don't know Don't know Don't know — Whine — Whine Since new

AIR CONDITIONING - HEATER - VENTILATION

SYSTEM OR AREA AFFECTED

Air conditioner	□ Heater □ Automatic Te	Defroster		Uvent Mix/blend	□ Bi-Level □ Economy	☐ Fan/blower ☐ All
SYMPTOM						
☐ Does not work ☐ Noisy (explain) ☐ Leaks	Blows wrong Broken Insufficient he	Odor 0		 No air comes Air comes fro Other (explai 	om wrong outlets	Rapid cycling Blows fuse
WHEN DOES IT OCC	JR?					
All the time	Hot only	□ Cold [□ Other (explain b	Interr	nittent	☐ Right after st ☐ Fan blower st	tartup speed High / Med / Low
EXPLAIN:						
		ELECTRICAL - R			VED	
SYMPTOM - MUSIC S	VSTEM	ELECTRICAL - R	ADIO -	· TAPE/CD PLA	ATEN	
Does not work Controls do not work		□ Static □ Blows fuse		☐ Won't load ☐ Other (explai	□ Won't eject in below)	Poor reception
SYSTEM AFFECTED						
☐ Radio only ☐ Tape player	AM CD player	□ FM □ Whole system		FM stereo	el buttons	aphic equalizer D Phone
Speakers	☐ Front ☐ Clock	☐ Rear ☐ Radio or player		Left s	🗆 Rigi 🗆 Rea	ar seat controls
Speakers Antenna ALL OTHER ELECTR		Radio or player	controls	S	C Rea	ar seat controls
Speakers Antenna		Radio or player	controls c any a or flashi	s pplicable sym □ Noisy	Rea Rea Rea D Ro Control Works impro	ar seat controls
Speakers Antenna ALL OTHER ELECTR		Radio or player ACCESSORIES or item and check Inoperable Check light on o	controls (any a or flashin	s pplicable sym Noisy ng Intermittent Noisy	Read Read Read Read No control Works impro Related syst No control Works impro Works impro	ar seat controls he list that follows: Erratic operly (explain below)
Speakers Antenna ALL OTHER ELECTR	Clock	Radio or player Reccessories Inoperable Check light on o Blows fuse Inoperable Check light on o	controls c any a or flashin	s pplicable sym Noisy Intermittent Noisy Intermittent Intermittent Noisy Noisy Noisy		ar seat controls he list that follows: Erratic perly (explain below) em affected (explain below) Erratic perly (explain below)
☐ Speakers ☐ Antenna ALL OTHER ELECTR Please list the comple	Clock ICAL ITEMS OF aint accessory of	Radio or player ACCESSORIES or item and check Inoperable Check light on o Blows fuse Inoperable Check light on o Blows fuse Inoperable Check light on o	controls c any a or flashin	s pplicable sym Noisy Intermittent Noisy Intermittent Intermittent Noisy Intermittent Intermittent		Ar seat controls
Speakers Antenna ALL OTHER ELECTR Please list the complete WHEN DOES IT OCCI All the time Intermittent	Clock ICAL ITEMS OF aint accessory of	Radio or player Radio or player ACCESSORIES or item and check Inoperable Check light on o Blows fuse Check light on o	controls c any a or flashin	s pplicable sym Noisy Intermittent Noisy Intermittent Noisy Intermittent INoisy Intermittent INoisy Just after sta		Ar seat controls
Speakers Antenna ALL OTHER ELECTR Please list the comple	Clock ICAL ITEMS OF aint accessory of	Radio or player Radio or player ACCESSORIES or item and check Inoperable Check light on o Blows fuse Inoperable Check light on o Inoperable Inoper	controls c any a or flashin	s pplicable sym Noisy Intermittent Noisy Intermittent Noisy Intermittent INoisy Intermittent INoisy Rough roads	Reader	Ar seat controls

☐ Setting level ☐ Back lower than front	Any time it rains (facing uphill)		ile driving in the rai nt lower than back		Car wash on
Location of Leak (wh	ere water appears):				
□ LF Door □ LF window □ Under instrument pan	BF Docr RF window el	LR Door LR window	RR Door RR window Rear door/rea	☐ Windshield ☐ Side door ar hatch	☐ Rear window ☐ Sunroof/T-To
WINDNOISE: Location:					
□ LF Door □ LF window □ Under instrument pan	RF Door RF window el	LR Door	□ RR Door □ RR window □ Rear door/rea	☐ Windshield ☐ Side door ar hatch	□ Rear window □ Sunroof/T-To
EXPLAIN:					
	MAN	UAL TRANSMIS			
		UAL THANSMIS			
SYMPTOM - MANUAL			SYMPTOM - C		
☐ Hard to shift ☐ Grinds going into	☐ Doesn't shift _ gear		Hard to push		to release wn (describe):
Noisy when in				• ·	
Slips/pops out of gear					
☐ Noise (describe):			☐ Slips ☐ Odor present ☐ Squealing so	Peo	attering (grabbing) tal stays on the flo
Upshift light stays on					
Upshift light doesn't light	ght		WHEN DOES When Engine	IT OCCUR? Temperature is	s:
WHEN DOES IT OCC	UR?		-	-	
□ All the time	Light load		Cold		elerating
Heavy load					lerading
EXPLAIN:					
		COMMENTS	:		
					2
CUSTOMER NAME:		РНО	NE NO.:	REPA	IR ORDER NO:

NOTE: Have the service adviser fill out these forms with the customer whenever possible.

SYMPTOM (CHECK ALL THA ENGINE	T APPLY)			HECK ALL THAT APPL ? (Engine &/or Transmission
"Service Engine Soon"/Malfunction Indicat Hard start/no start (cranks OK) Won't crank Engine stalls Engine miss Miss while driving Hesitates, stumbles or sags	tor Light" on		to	
Rough idle Idle is too high	Idle is too low	WHEN DOES I When Engine 1		ine and/or Transmission)
Poor power/performance Surge or chuggle, buck - jerk - skip Poor gas mileage Ping, detonates	City		☐ Warm ☐ Only during w	Hot Armup
Sulphur/rotten egg odor		Weather Condi	tions:	
Backfires (popping noise) - underhood/tai Exhaust smoke Increased oil c Runs on after key is turned off Speed fluctuates without moving accelera Engine noise (explain):	onsumption	Snow/Ice	0°F 0°F □ Dry □ Wet roads	Cold - 0 to 32°F Warm - 60 to 80°F Any environment Humid
(whine, rattle, groan, clunk, etc.)				
□ Other:		Driving Condit	ions:	
		Light throttle	Medium three	ottle
	☐ Hard shift ☐ Down	Starting Starting Cover bumps Cruising - stee Anytime Highway Between Only with A/C	At idle When shiftir ady at MPH Uphill City/town MPH and	Decelerating M While turning While braking Downhill Stop and go
		What Type of F	uel?	What Brand?
(whine, rattle, groan, clunk, buzz, et Shifts into next gear too early Overdrive doesn't work with speed contro otherwise OK		☐ Regular UL ☐ Gasohol ☐ Diesel #1	☐ Midrange U ☐ Ethanol ☐ Diesel #2	L
Highway speed - shudder, surge, etc.		When Gear Sel	lector is in:	
Other:		☐ Park/Neutral ☐ Drive/3	☐ Reverse ☐ Drive/2	Overdrive Drive/1
EXPLAIN:		Between Gears	5:	
		□ Park to R or D □ Second/Third	Reverse/Dri	
CUSTOMER NAME:		PHONE NO .:	REPA	IR ORDER NO:
SHOP USE ONLY: VIN#: 115054	MILES:	TECHNICIAN:		ADVISOR#:

Fig. 6: Engine Driveability & Automatic Transmission

SYMPTOM Vehicle pulls right - W Vehicle pulls left - Wh Steering wheel vibrate Excessive play in stee Erratic steering when Poor steering wheel right	en MPH ering braking	□ Leans or s □ Brake ligh	ontrol light on		ts uneven log" tracks 3S light on 5ft ride
Hard to steer Effort Steering wheel off cer	☐ Wanders nter	Shimmy/vil	Dration (check	box below for loo	
Brake pedal	Pulses	Squeaks	Hard	☐ Mushy	Excessive trave
WHEN DOES IT OCC	☐ Hot days ☐ At road speed	☐ Wet/rain ☐ Accelerati		All the time Decelerating	Intermittent
		PI	HONE NO.:	RE	PAIR ORDER NO:
SHOP USE ONLY: VIN#:		MILES:	TECHNIC	CIAN:	ADVISOR#:
	-	Suspension			ADVISOR#:
VIN#: 50C15059	AIR				ADVISOR#:
VIN#: 50C15059 Brakes, Ste	AIR (Suspension CONDITIONING - He			ADVISOR#:
VIN#: 50C15059 Brakes, Ste SYSTEM OR AREA A	AIR (AFFECTED Heater Automatic Tempe Blows wrong tem	Guspension CONDITIONING - He Defroster erature Control aperature air	ATER - VENTIL	ATION Bi-Level Economy s out of vents om wrong outlets	☐ Fan/blower
VIN#: 50C15059 Brakes, Ste SYSTEM OR AREA A Air conditioner Max A/C SYMPTOM Does not work Noisy (explain)	AIR (AFFECTED Automatic Tempe Blows wrong tem Broken Insufficient heat of UR? Hot	Guspension CONDITIONING - He Defroster erature Control apperature air I Odor or cool	ATER - VENTIL	ATION Bi-Level Economy s out of vents om wrong outlets	☐ Fan/blower ☐ All ☐ Rapid cycling ☐ Blows fuse
VIN#: 50C15059 Brakes, Ste SYSTEM OR AREA A Air conditioner Max A/C SYMPTOM Does not work Noisy (explain) Leaks WHEN DOES IT OCC All the time	AIR (AFFECTED Automatic Temper Blows wrong tem Broken Insufficient heat of CUR? Hot Is only	Guspension CONDITIONING - HE Pofroster erature Control operature air I Odor or cool Cold Inte I Other (explain below)	ATER - VENTIL	ATION Bi-Level Economy sout of vents om wrong outlets in below) Right after startu	☐ Fan/blower ☐ All ☐ Rapid cycling ☐ Blows fuse
VIN#: 50C15059 Brakes, Ste SYSTEM OR AREA A Air conditioner Max A/C SYMPTOM Does not work Noisy (explain) Leaks WHEN DOES IT OCC All the time When change contro	AIR (AFFECTED Automatic Temps Automatic Temps Blows wrong tem Broken Insufficient heat of UR? Hot sonly	Guspension CONDITIONING - HE Perature Control operature air I Odor or cool I Cold Inte I Other (explain below)	ATER - VENTIL	ATION Bi-Level Economy s out of vents orn wrong outlets in below) Right after startu Fan blower spee	☐ Fan/blower ☐ All ☐ Rapid cycling ☐ Blows fuse

Fig. 8: Air Conditioning, Heater & Ventilation

				AYER	
SYMPTOM - MUSIC S	YSTEM				
Does not work	🗆 Noisy	☐ Static ☐ Blows fuse	☐ Won't load ☐ Other (explai	,	Poor reception
SYSTEM AFFECTED					
 □ Radio only □ Tape player □ Speakers □ Antenna 	AM CD player Front Clock	FM Whole system Rear Radio or player contro	☐ FM stereo ☐ Steering whe ☐ Left Is	el buttons	nic equalizer Phone seat controls
ALL OTHER ELECTR		ACCESSORIES	applicable sym	ptom(s) from the	list that follows:
		☐ Inoperable ☐ Check light on or flash ☐ Blows fuse	Noisy	□ No control □ Works imprope	Erratic erly (explain below) n affected (explain belo
		Inoperable Check light on or flash Blows fuse	□ Noisy ing □ Intermittent		Erratic erly (explain below) n affected (explain bel
WHEN DOES IT OCCI	JR?	Inoperable Check light on or flash Blows fuse	□ Noisy iing □ Intermittent		☐ Erratic erly (explain below) n affected (explain bel
☐ All the time ☐ Intermittent ☐ Other (explain below)	☐ Hot ☐ After runs for	Cold minutes	☐ Just after sta ☐ Rough roads	rting - malfunctions or bumps only	for a while
EXPLAIN:					
CUSTOMER NAME:		РНО	NE NO.:	REPA	IR ORDER NO:
CUSTOMER NAME: SHOP USE ONLY: VIN#:		PHO MILES:	NE NO.: TECHNICIAN		IR ORDER NO: ADVISOR#:

SYMPTOM - MAN	UAL GEAR SHIFT	SYMPTOM - CLUT	СН
☐ Hard to shift	Doesn't shift	Hard to push	☐ Fail to release
Grinds going into.	gear	□ Noise when pressi	ng pedal down (describe):
	gear or neutral		
Slips/pops out of	gear		
Noise (describe):		 □ Slips	Chattering (grabbing)
		 Odor present	Pedal stays on the floor
		 Squealing sound	
🗖 Upshift light stays	on		
🛛 Upshift light doesi	n't light	WHEN DOES IT OC	
	001100	When Engine Tem	perature is:
WHEN DOES IT O	CCUR?		Hot
All the time	Light load	Accelerating	Decelerating
Heavy load			
EXPLAIN:		 	
	лЕ:	 	

Fig. 10: Manual Transmission & Clutch

SHOP USE ONLY:						
CUSTOMER NAME:			PHONE NO.	.:	REP	AIR ORDER NO:
EXPLAIN:						
□ LF Door □ LF window □ Under instrument par	RF Door RF window nel		vindow 🔲 Rf	R Door R window ear door/rea	☐ Windshield ☐ Side door ar hatch	☐ Rear window ☐ Sunroof/T-Top
WINDNOISE: Location:						
□ LF Door □ LF window □ Under instrument par	□ RF Door □ RF window nel		vindow 🛛 RF	R Door R window ear door/rea	Side door	☐ Rear window ☐ Sunroof/T-Top
Location of Leak (wh	nere water appea	ırs):				
□ Setting level □ Back lower than front	Any time it ra (facing uphill)	ins	□ While drivin □ Front lower	•	n (facing downhill)	Car wash only
WATER LEAK Leak Occurs When?						
		WATER LE	AK - WINDNC	DISE		
<i>50F15060</i> 1: Squeak, R	attle, &	Noise Con	ditions			
<u>Shop use only:</u> Vin#:		MILES:	TEC	HNICIAN:		ADVISOR#:
CUSTOMER NAME:			PHONE NO.	:	REPA	AIR ORDER NO:
EXPLAIN:						
 ☐ Hot days ☐ Heavy bumps 		☐ Humid or rain ☐ Smooth pave	ment	mperature		_
□ All the time □ Hard throttle	Speed		□ Only movin □ Steady spe	ed	□ On turns □ Idle in gear	☐ Braking ☐ Idle out of gear
Continuous	Often	Intermittent	🗖 Ju	st started	Sind Sind	ce new
Knocks Hard Squeaks HOW OFTEN DOES I		Light metal	C Ro	bars her	Ticking	U Whine
Rear seat area NOISE SOUNDS LIKE	Cons	ole 🛛 Othe	r			
Doors	□ Left □ Left	Righ Righ Righ	t 🗆 Ce			i't know i't know
 Rear Suspension Passenger Compartm 		☐ Righ ☐ Righ	t 🗆 Ce			't know I't know
Front Suspension	Left	Righ Righ Righ	t 🗆 Ce	enter	🗖 Don	't know I't know
Engine Compartment						