

* SYMPTOM CHECK LIST *

1990 Nissan 240SX

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 Vehicle Does Not Move When In Gear
Poor Handling	Pulls To One Side Hard Steering Vehicle Shakes and/or Vibrates While Moving
Noise Problems	Exploin:
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 Geor 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 prob-lem 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 .:		REP		ER NO.:
DIAGNOS					
DRIVEABILITY	- ENGINE - A	UTOMATIC TR	ANSMISSION		
SYMPTOM (CHECK ALL THAT APPLY) ENGINE		OPERATING CO HOW OFTEN DO	NDITIONS (CHE)	CKALLT Engine a	(HAT APPLY) and/or Transmission)
"Service Engine Soon"/"Malfunction Indicator Ligit Hard start/no start (cranks OK) Won't crank Engine stalls Engine miss Miss while driving Hesitates, stumbles or sags	nt" on	Other (explain	to	, miles	Few minutes Few weeks Only during event Unknown Getting worse
Rough idle Idle is too high Poor power/performance	N		OCCUR? (Enginemperature is:	e and/or	Transmission)
Surge or chuggle, buck - jerk - skip Or gas mileage Highway City Pings, detonates		Cold	🖾 Warm 🗌 Only	during w	Hot Varmup
 Suphur, rotten egg odor Backfires (popping noise) - underhood/tailpipe Exhaust smoke Increased oil Runs on after key is turned off Speed fluctuates without moving accelerator Engine noise (explain): 	consumption	Weather Condit	alow 0 degrees F 30 degrees F	□ Warn □ ∧ny □ Hurr	I - 0 to 32 degrees F n - 60 to 80 degrees F environment nid er (explain below)
(whine, rattle, groan, clunk, etc.)		 Starting Over bumps Cruising stea 	Medium throt At idle When shifting dy at	I	Hard throttle
TRANSMISSION Does not shift properly Hard shift Will not shift Up	Down	Anytime Highway Between Only with A/C	Uphill City/town MPH ar or Defrost on	nd	Downhill Stop and go MPH
Will not shift into overdrive Engine starts in other than "P" or "N" Noise (describe).		What Type of Fu Regular UL Gasohol Diesel #1	uel? Mid range UL Ethanol Diesel #2	Pren	
(whine, rattle, groan, clunk, buzz, e Shifts into gear too early Overdrive doesn't work with speed control, but is otherw Highway speed - shudder, surge, etc.	<i>i</i> se OK	When Gear Sele	Rev Driv		Overdrive Drive/1
Other: EXPLAIN:		Between Gears:		′Drive ⊉Overdr⊮	First/Second
					50615

Fig. 2: Symptom Check List - Page 1

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SYMPTOM Vehicle pulls right - Wh Vehicle pulls left - Whe Steering wheel vibrate: Excessive play in steer Erratic steering wheel te Poor steering wheel re	en s at MPH ring praking	Leans or s	ontrol light on	D "D	s uneven og" tracks IS light on ft ride
Hard to steer	Ũ	Shimmy/vit	pration (check bo	x below for loc	ation)
Effort Steering wheel off cent	Wanders ter	☐ Front ☐ Seat	Rear Floor	Don't know	
Brake pedal	Pulses	Squeaks	🗆 Hard	🗖 Mushy	Excessive trav
WHEN DOES IT OCCU Cold days Parking manuevers	JR? Hot days At road speed	☐ Wet/rain □ Accelerati		the time celerating	Intermittent
	🗖 Left			— •	
	_	UEAK - RATTLE -		_	
 Engine Compartment Front Suspension Rear Suspension 	Left	☐ Right □ Right □ Right	☐ Center ☐ Center ☐ Center	🗖 Do	n't know n't know n't know
Front Suspension	Left	☐ Right ☐ Right ☐ Right ☐ Right ☐ Right	Center	□ Da □ Da □ Da □ Da	on't know
Front Suspension Rear Suspension Passenger Compartme Instrument Panel Doors	Left Left Left Left Left Conso	☐ Right ☐ Right ☐ Right ☐ Right ☐ Right	Center Center Center Center	□ Da □ Da □ Da □ Da	on't know on't know on't know on't know
Front Suspension Rear Suspension Passenger Compartme Instrument Panel Doors Rear seat area NOISE SOUNDS LIKE Knocks Hard	Left Left Left Left Left Left Left Conso metal les CCCUR?	Right Right Right Right Right Right Ie Other	Center Center Center Center Center	Da Da Da Da Da Da	n'i know n'i know n'i know n'i know n'i know
Front Suspension Rear Suspension Passenger Compartme Instrument Panel Doors Rear seat area NOISE SOUNDS LIKE Knocks Hard Squeaks Ratti HOW OFTEN DOES IT	Left Left Left Left Left Left Conso metal les Often Speed Light throttle Cold days	Right Right Right Right Right Right Right Right Right le Other Light metal Scraping Intermittent RPM O	Center Ce	Dec D	on't know on't know on't know on't know on't know I Whine Whine I Braking
Front Suspension Rear Suspension Passenger Compartme Instrument Panel Doors Rear seat area NOISE SOUNDS LIKE Knocks Hard Squeaks Rattl HOW OFTEN DOES IT Continuous WHEN DOES IT OCCL All the time Hard throttle Hot days	Left Left Left Left Left Left Conso metal les Often Speed Light throttle Cold days	Right Right Right Right Right Right Right le Other Light metal Scraping Intermittent RPM C Decelerate S Humid or rainy	Center Ce	Dec D	on't know on't know on't know on't know on't know I Whine Whine I Braking
Front Suspension Rear Suspension Passenger Compartme Instrument Panel Doors Rear seat area NOISE SOUNDS LIKE Knocks Hard Squeaks Rattil HOW OFTEN DOES IT Continuous WHEN DOES IT OCCL All the time Hard throttle Hot days Heavy bumps	Left Left Left Left Left Left Conso metal les Often Speed Light throttle Cold days	Right Right Right Right Right Right Right Right Right Scraping Intermittent RPM C Decelerate Smooth pavement	Center Ce	Dec	on't know on't know on't know on't know on't know I Whine Whine I Braking





AIR CONDITIONING - HEATER - VENTILATION

SYSTEM OR AREA A	FFECTED				
Air conditioner	Heater	Defroster emperature Control	☐ Vent □ Mix/blend	☐ Bi-Level ☐ Economy	☐ Fan/blower □ All
SYMPTOM					
☐ Does not work ☐ Noisy (explain) ☐ Leaks	 □ Blows wrong □ Broken □ Insufficient h 	temperature air Dolor eat or cool	☐ No air come ☐ Air comes fr ☐ Other (expla	om wrong outlets	Rapid cyclir Blows fuse
WHEN DOES IT OCCU	JR?				
☐ All the time ☐ When change controls	Hot Hot	☐ Cold ☐ Inte ☐ Other (explain below)	rmittent	☐ Right after startup ☐ Fan blower speed	High / Med / Low
EXPLAIN:					
		ELECTRICAL - RADIO	- TAPE/CD PL	AVER	
SYMPTOM - MUSIC S	YSTEM				
 Does not work Controls do not work 	🛛 Noisy	☐ Static ☐ Blows fuse	☐ Won't load ☐ Other (expla		oor reception
SYSTEM AFFECTED					
 □ Radio only □ Tape player □ Speakers 	□ AM □ CD player □ Front	☐ FM ☐ Whole system ☐ Rear	☐ FM stereo ☐ Steering whe ☐ Left	☐ Graphic e eel buttons ☐ Right	qualizer
Antenna	Clock	Radio or player contro	bls	🛛 Rear seat	controls
ALL OTHER ELECTR Please list the comple		R ACCESSORIES or item and check any	applicable sym	nptom(s) from the lis	t that follows:
	<u> </u>	Inoperable Check light on or flash	Noisy	☐ No control ☐ Works improperly	Erratic
		Blows fuse	Intermittent	Related system aff	
		Inoperable	🛛 Noisy	No control	Erratic
		☐ Check light on or flas ☐ Blows fuse	hing	☐ Works improperly ☐ Related system aff	
		Inoperable	□ Noisy	□ No control	Erratic
WHEN DOES IT OCCI	JR?	Check light on or flas Blows fuse	ning	 Works improperly Related system aff 	
☐ All the time ☐ Intermittent ☐ Other (explain below)	☐ Hot ☐ After runs fo	Cold r minutes		arting - malfunctions for : s or bumps only	a while
EXPLAIN:					
CUSTOMER NAME:		PHO	IE NO.:	REPAIR O	RDER NO:
<u>SHOP USE ONLY:</u> VIN#:		MILES:	TECHNICIAN	l: AD	VISOR#:
Symptom Chec	k List -	Page 3			





Setting level	Any time it rains		ile driving in the rain	Car wash o
Back lower than front			int lower than back (facing	
Location of Leak (whe	ere water appears):			
□ LF Door □ LF window □ Under instrument pan	RF Door RF window el	LR Door		ndshield 🔲 Rear windo le door 🔲 Sunroof/T- ⁻
WINDNOISE: Location:				
□ LF Door □ LF window □ Under instrument pan	☐ RF Door ☐ RF window ei	LR Door LR window		ndshield 🔲 Rear windo le door 🔲 Sunroof/T- ⁻
EXPLAIN:				
	MAI	NUAL TRANSMIS	SION - CLUTCH	
SYMPTOM - MANUAL	GEAR SHIFT		SYMPTOM - CLUTCH	4
☐ Hard to shift ☐ Grinds going into ☐ Noisy when in	_ gear or neutral		☐ Hard to push ☐ Noise when pressing	☐ Fail to release pedal down (describe): _
Slips/pops out of gear			☐ Slips ☐ Odor present ☐ Squealing sound	☐ Chattering (grabbing ☐ Pedal stays on the f
Upshift light stays on				
□ Upshift light doesn't lig			WHEN DOES IT OCC When Engine Tempe	
WHEN DOES IT OCCU	JR?		Cold	Hot
☐ All the time ☐ Heavy load	□ Light load		Accelerating	Decelerating
EXPLAIN:				
				· · · ·
		COMMENTS		
			·····	
CUSTOMER NAME:		РНО	NE NO.:	REPAIR ORDER NO
SHOP USE ONLY:				
SHOP OSE ONLY.				

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





DRIVEABILITY - ENGINE - AUTOMATIC TRANSMISSION

SYMPTOM (CHECK ALL THAT APPLY) ENGINE		DES IT OCCUR? (Engi	ALL THAT APPLY) ine &/or Transmission)
 "Service Engine Soon"/Malfunction Indicator Light" on Hard start/no start (cranks OK) Won't crank Engine stalls Engine miss Miss while driving Hesitates, stumbles or sags 	Few hours Few months Few months Fevery Other (explain)	Few days Variable Variable to miles	Few minutes Few weeks Few weeks Only during event Unknown Getting worse
			/or Transmission)
☐ Surge or chuggle, buck - jerk - skip ☐ Poor gas mileage ☐ Highway ☐ City ☐ Ping, detonates ☐ Sulphur/rotten egg odor	All the time	Only during warmup	🗖 Hot
Backfires (popping noise) - underhood/tailpipe Exhaust smoke Increased oil consumption Runs on after key is turned off Speed fluctuates without moving accelerator Engine noise (explain):	□ Cool - 32 to 60 □ Hot - above 80 □ Raining □ □ Snow/Ice ■	°F ☐ War D°F ☐ Any ☐ Dry ☐ Hun ☐ Wet roads	d - 0 to 32°F rm - 60 to 80°F errvironment nid
(whine, rattle, groan, clunk, etc.)	- Driving Condition	ons:	
TRANSMISSION Does not shift properly Hard shift Will not shift Up Down Will not shift into overdrive Engine starts in other than "P" or "N" Noise (describe):	☐ Anytime ☐ Highway ☐ Betweent	Uphili City/town MPH andMPH	 Hard throttle Decelerating While turning While braking Downhill Stop and go
	What Type of ₽	uel? What I	Brand?
(whine, rattle, groan, clunk, buzz, etc.) ☐ Shifts into next gear too early ☐ Overdrive doesn't work with speed control, but is otherwise OK	☐ Regular UL ☐ Gasohol ☐ Diesel #1	☐ Midrange UL ☐ Ethanol ☐ Diesel #2	 Premium JL Methanol Various brands
Highway speed - shudder, surge, etc. Other:	Park/Neutral	ector is in:	Overdrive
EXPLAIN:		Drive/2	Drive/1
			First/Second
CUSTOMER NAME:	PHONE NO.:	REPAIR ORD	DER NO:
SHOP USE ONLY:			
	"Service Engine Soon"/Malfunction Indicator Light" on Hard start/no start (cranks OK) Won't crank Engine stalls Engine miss Miss while driving Hesitates, stumbles or sags Rough idle Idle is too high Idle is too high Idle is too high Poor power/performance Surge or chuggle, buck - jerk - skip Poor gas mileage Highway City Ping, detonates Sulphur/rotten egg odor Backfires (popping noise) - underhood/tailpipe Exhaust smoke Increased oil consumption Runs on after kay is turned off Speed fluctuates without moving accelerator Engine noise (explain):	"Service Engine Soon"/Malfunction Indicator Light" on Always Hard start/no start (cranks OK) Few hours Won't crank Few months Engine stalls Other (explain) Miss while driving Just started Hesitates, stumbles or sags Since new Muss while driving Just started Hesitates, stumbles or sags Since new Poor power/performance Surge or chuggle, buck - jerk - skip Poor gas mileage Highway City Prior, detonates Suphur/rotten egg odor Backfires (popping noise) underhood/tailpipe Exhaust smoke Increased oil consumption Runs on after key is turned off Snow/ice (whine, rattle, groan, clunk, etc.) Other (explain) (whine, rattle, groan, clunk, etc.) Driving Condition Oues not shift property Hard shift Will not shift Up Down What Type of Fi Realing - (whine, rattle, groan, clunk, buzz, etc.) Shifts into next gaar too early Over dive doesn't work with speed control, but is otherwise OK Highway speed - shudder, surge, etc. Other: Park/Neutral	"Service Engine Scon"/Malfunction Indicator Light" on Always Few Seconds Hard start/no start (cranks OK) Few hours Few days Won't crank Few months Variable Engine stalls Few months Variable Heistates, stumbles or sags Few months Variable Muss while diving Idle is too low Poor power/performance Surge or chuggle, buck - jerk - skip Surge or chuggle, buck - jerk - skip City Poor gaas mileage Highway Coid Warm Surge or chuggle, buck - jerk - skip Coid Backlines (popping noiso) - underhood/talipipo Exhaust smoke Increased oil consumption Runs on after key is turned off Soud/ce worff Speed fluctuates without moving accelerator Faining Engine noise (explain): Soud/ce worff (whine, rattle, groan, clunk, etc.) Other (explain): (whine, rattle, groan, clunk, etc.) Driving Conditions: Uight throttle Medium throttle Starting All the time (whine, rattle, groan, clunk, buzz, etc.) Shifts into noxt goar toe early (whine, rattle,





Fig.

BRAKES - STEERING - SUSPENSION

SYMPTOM Uehicle pulls right - Wh Vehicle pulls left - Whe Steering wheel vibrate: Excessive play in steel Erratic steering wheel re Poor steering wheel re	en s at MPH ring praking	Suspension Leans or sv Brake light Traction co Uneven tire	vays in corners on ntrol light on		is uneven og" tracks 3S light on oft ride
Hard to steer Effort Steering wheel off cen	☐ Wanders ter	Shimmy/vibi	ration (check	box below for loc	
Brake pedal □ Noise	Pulses	Squeaks	🛛 Hard	☐ Mushy	Excessive travel
WHEN DOES IT OCCU Cold days Parking manuevers EXPLAIN:	☐ Hot days ☐ At road speed	☐ Wet/rain ☐ Acceleratin		All the time Decelerating	Intermittent
CUSTOMER NAME:		PH	ONE NO.:	RE	PAIR ORDER NO:
<u>SHOP USE ONLY:</u> VIN#:	MIL	ES:	TECHNI	CIAN:	ADVISOR#:
50C15059 7: Brakes, Ste		pension DITIONING-HEA	\TER - VENTIL	ATION	
☐ Air conditioner ☐ Max A/C	Heater Defr		☐ Vent ☐ Mix/blend	 Bi-Level Economy 	□ Fan/blower □ All
SYMPTOM					
☐ Does not work ☐ Noisy (explain) ☐ Leaks	Blows wrong temperat Broken Odo Insufficient heat or code	or	□ No air come □ Air comes fr □ Other (expla	om wrong outlets	☐ Rapid cycling ☐ Blows fuse
WHEN DOES IT OCCU	UR?				
☐ All the time ☐ When change controls	Hot Colo s only Othe	d 🔲 Intern er (explain below)	mittent	☐ Right after startu ☐ Fan blower spee	•
EXPLAIN:					
CUSTOMER NAME:		PHON	E NO.:	REPAIR	ORDER NO:
<u>SHOP USE ONLY:</u> VIN#:	MILES	S:	TECHNICIAN	N: 4	DVISOR#:



Fig. 8: Air Conditioning, Heater & Ventilation



ELECTRICAL - RADIO - TAPE/CD PLAYER

	SYMPTOM - MUSIC	SYSTEM				
	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 bls	el buttons	ic equalizer Phone seat controls
	ALL OTHER ELECT Please list the comp		R ACCESSORIES or item and check any	applicable sym	ptom(s) from the	list that follows:
			☐ Inoperable ☐ Check light on or flasi ☐ Blows fuse	☐ Noisy hing ☐ Intermittent	 □ No control □ Works imprope □ Related system 	☐ Erratic rly (explain below) a affected (explain below)
			☐ Inoperable ☐ Check light on or flast ☐ Blows fuse	☐ Noisy hing ☐ Intermittent	 ☐ No control ☐ Works imprope ☐ Related system 	Erratic rly (explain below) n affected (explain below)
			☐ Inoperable ☐ Check light on or flasi ☐ Blows fuse	☐ Noisy hing ☐ intermittent	 □ No control □ Works imprope □ Related system 	☐ Erratic rly (explain below) n affected (explain below)
	All the time Intermittent Other (explain below	☐ Hot ☐ After runs fo	Cold cr minutes	☐ Just after sta ☐ Rough roads	rting - malfunctions or bumps only	for a while
	EXPLAIN:					
	CUSTOMER NAME	:	РНО	NE NO.:	REPAI	R ORDER NO:
	<u>SHOP USE ONLY:</u> VIN#:		MILES:	TECHNICIAN	:	ADVISOR#:
Fig. 9	50B15058 : Electrical,	Radio & I	Tape/CD Player	-		





	MAN	AL TRANSMISSION - CLUTCH	
SYMPTOM - MANU	AL GEAR SHIFT	SYMPTOM - CLUT	гсн
Hard to shift	Doesn't shift	🗇 Hard to push	Fail to release
Grinds going into	gear	🗆 Noise when press	sing pedal down (describe):
□ Noisy when in	gear or neutral		
Slips/pops out of ge	ear		
D Noise (describe): _		🔲 Slips	Chattering (grabbing)
		Odor present	Pedal stays on the float
		Squealing sound	
Upshilt light stays o			
🛛 Upshift light doesn'	t light	WHEN DOES IT O	
WHEN DOES IT OO		When Engine Ten	nperature is:
WHEN DUES IT UL	CORY	Cold	Hot
□ All the time	Light load	Accelerating	
Heavy load			
EXPLAIN:			
			·
		···· · · · · · · · · · · · · · · · · ·	
<u></u>			
<u></u>			
CUSTOMER NAM	E:	PHONE NO.:	REPAIR ORDER NO
SHOP USE ONLY	•		
SHOP USE ONLY: VIN#:	: Mile	S: TECHNICIAN:	ADVISOR#:
		S: TECHNICIAN:	ADVISOR#:





□ Hot days □ Cold days □ Humid or rainy □ Temperature □ Heavy bumps □ Light bumps □ Smooth pavement EXPLAIN:		SC	QUEAK - RATTLE - {	NOISE CONDITIO		
Knocks Hard metal Light metal Roars Ticking Whine Squeaks Rattles Scraping Other Image: Scraping Imag	Engine Compartment Front Suspension Rear Suspension Passenger Compartm Instrument Panel Doors Rear seat area	Left Left Left Left Left Left Conso	Right Right Right Right Right Right Right Right Right	Center	Don Don Don Don	't know 't know 't know 't know
Continuous Often Intermittent Just started Since new WHEN DOES IT OCCUR? All the time Speed RPM Only moving On turns Braking Hat drivetile Light threttle Decelerate Steady speed Idle in gear Idle out of ge Hat drivetile Light threttle Decelerate Steady speed Idle in gear Idle out of ge Heavy bumps Light bumps Smooth pavement Temperature Idle out of ge EXPLAIN:	C Knocks Har	d metal	-		Ticking	U Whine
All the time Speed RPM Only moving On turns Braking Hard throttie Light throttle Decelerate Steady speed Idle in gear Idle out of ge Hot days Cold days Humid or rainy Temperature Idle in gear Idle out of ge Heavy bumps Light bumps Smooth pavement EXPLAIN:				☐ Just started	🗆 Sind	ce new
CUSTOMER NAME: PHONE NO.: REPAIR ORDER NO: SHOP USE ONLY: MILES: TECHNICIAN: ADVISOR#: VIN#: MILES: TECHNICIAN: ADVISOR#: SOF15060 I: Squeak, Rattle, & Noise Conditions MILES: MILES: WATER LEAK WATER LEAK Leak Occurs When? Setting level Any time it rains While driving in the rain Car wash only Back lower than front (facing uphill) Front lower than back (facing downhill) Car wash only Location of Leak (where water appears): I.F Door I.R Door I.R Door Windshield Rear window LF window RF window I.R window RR window Side door Sunrool/T.To WINDNOISE: Location: I.R Door RR Door Windshield Rear window LF Door RF Door I.R Door RR window Side door Sunrool/T.To WINDNOISE: Location: I.R Door RR Door Windshield Rear window LF Door RF Door I.R Door RR Door Side door Sunrool/T.To	 ☐ All the time ☐ Hard throttle ☐ Hot days ☐ Heavy bumps 	Speed Light throttle Cold days Light bumps	Decelerate St Humid or rainy Smooth pavement	eady speed	🛛 Idle in gear	•
Leak Occurs When? Setting level Any time it rains While driving in the rain Car wash only Back lower than front (facing uphill) Front lower than back (facing downhill) Car wash only Location of Leak (where water appears): Front lower than back (facing downhill) Rear window LF Door RF Door LR Door RR window Side door LF window RF window RF window Side door Sunroof/T-To Under instrument panel RF Door Rear window Rear window WINDNOISE: LF Door RF Door LR Door RR Door Windshield Rear window LF Door RF Door LR Door RR Door Windshield Rear window Under instrument panel RF Door Rear window Rear window Side door Sunroof/T-To LF Door RF Door LR Door RR Door Windshield Rear window LF Door RF window RF window Side door Sunroof/T-To			РНС	NE NO.:		an onden no.
Back lower than front (facing uphill) Front lower than back (facing downhill) Location of Leak (where water appears): Front lower than back (facing downhill) LF Door RF Door LF window RF window LF window RF window Under instrument panel Rear window WINDNOISE: RF Door LF Door RF Door LF Door RF Door LF Door RF Door WINDNOISE: RF Door LF window RF Door LF window RF door LF window RF Door LF window RF window	SHOP USE ONLY: VIN#: 50F15060		MILES: oise Condit	TECHNICIAN		
LF Door RF Door RR Door Windshield Rear window LF window RF window RF window RR window Side door Sunroof/T-To Under instrument panel Rear door/rear hatch Rear door/rear hatch Sunroof/T-To WINDNOISE: LC Door RF Door RR Door Windshield Rear window LF Door RF Door LR Door RR Door Windshield Rear window LF Door RF Door LR Door RR Door Windshield Rear window LF window RF window RF window Side door Sunroof/T-To	SHOP USE ONLY: VIN#: 50F15060 1: Squeak, F WATER LEAK	Rattle, & N	MILES: oise Condit	TECHNICIAN		
Location: LF Door RF Door LF window RF window LF window RF window LF window RF window	SHOP USE ONLY: VIN#: 50F15060 1: Squeak, F WATER LEAK Leak Occurs When?	Rattle, & N	MILES: oise Condit WATER LEAK - s Dw	TECHNICIAN: ions WINDNOISE hile driving in the rai	: in	
	SHOP USE ONLY: VIN#: 50F15060 1: Squeak, F WATER LEAK Leak Occurs When? Setting levei Back lower than front Location of Leak (wf LF Door LF window	Rattle, & N Any time it rain: t (facing uphill) nere water appears RF Door RF Window	MILES: Oise Condit WATER LEAK - s UW Fr s):	TECHNICIAN: ions WINDNOISE hile driving in the rai ont lower than back	in (facing downhill) □ Windshield □ Side door	ADVISOR#:
CUSTOMER NAME: PHONE NO.: REPAIR ORDER NO:	SHOP USE ONLY: VIN#: 50F15060 1: Squeak, F WATER LEAK Leak Occurs When? Back lower than from Location of Leak (wh LF Door LF window Under instrument par WINDNOISE: Location: LF Door LF window	Rattle, & N Any time it rain- t (facing uphill) nere water appears BF Door RF window nel RF Door RF window nel	MILES: oise Condit WATER LEAK - s W s W s): LR Door LR window	TECHNICIAN: ions WINDNOISE hile driving in the rai ont lower than back RR Door RR window Rear door/rea RR window Rear door/rea	in (facing downhill) Windshield Side door ar hatch Side door ar hatch	ADVISOR#:





