

# Noise, Vibration or Harshness

Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_ RO#: \_\_\_\_\_

Please check all applicable boxes and fully describe the condition that applies to your vehicle:

When possible, ask customer to drive their vehicle within 1-2 miles of our building to find a place where the noise, vibration or harshness occurs.

## 1. THIS IS THE PROBLEM

Vehicle is making a noise

The noise sounds like

- Bump                       Clunk  
 Rattle                       Squeak  
 Boom                         Drone  
 Whine                        Growl  
 Other, describe \_\_\_\_\_

Vehicle has a vibration

The vibration might sound like

- Buzz                         Rattle  
 Growl                        Resonating  
 Other, describe \_\_\_\_\_

Vehicle harshness

The vehicle is

- Buzz                         Hum  
 Growl                        Boom  
 Drone                        Other, please describe \_\_\_\_\_

**Spend 1 hour diagnosing the problem and make sure vehicle is safe.**

**Spend up to 3 hours diagnosing the problem.**

Additional Information \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 2. IT OCCURS AS FOLLOWS

Heard or felt from \_\_\_\_\_ part of the car

**Front**                       Right                       Left

**Rear**                        Right                       Left

Inside of car                       Outside of car

Under the car

It occurs at

- Idle                                       Light Acceleration  
 Medium Acceleration     Heavy Acceleration  
\_\_\_\_\_ MPH

It happens

- All the time  
 Once a day  
 Once a week  
 Once a month  
 The last time problem occurred \_\_\_\_\_  
 Other, please describe \_\_\_\_\_

The engine was

- Cold                                       Hot  
 Normal operating temperature

The outside temperature was

- Cold                                       Sunny  
 Warm                                       Dry  
 Hot                                         Raining  
 Other, describe \_\_\_\_\_

AC on?  Yes  No

Towing a trailer?  Yes  No

Windows down?  Yes  No

Other \_\_\_\_\_

Is the problem getting worse?  Yes  No