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.

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

Additional Information__________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
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