



To assist us in making a fast and accurate diagnosis of your vehicle's condition, we ask that you complete the following:

Engine Driveability

Symptom

- ☐ No start
☐ Hard starting (but cranks O.K.)
☐ Idle is rough
☐ Idle is too high
☐ Engine hesitates or stumbles
☐ Engine pings or knocks
☐ Speed fluctuates slightly without moving accelerator
☐ Engine backfires (Popping noise)
☐ Poor gas mileage: _____ mpg
☐ Other _____

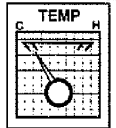
How often does it occur?

- ☐ Always
☐ Sometimes
☐ Rarely
☐ Ever since vehicle was new
☐ Problem just started

When does it occur?

Engine temperature at:

- ☐ Cold ☐ Warm-up ☐ Normal ☐ All the time
☐ Other _____



Weather conditions:

- ☐ Only on hot days ☐ Only on cool or cold days
☐ Only when humid or rain ☐ Other _____

Driving conditions:

Accelerating:

- ☐ Hard ☐ Medium ☐ Light
☐ Decelerating
☐ Cruising-Steady Speed

What type of fuel?

- ☐ Regular ☐ Premium Unleaded
☐ Unleaded ☐ Gasohol

What brand of fuel?

At any particular vehicle speed? _____ mph

At any particular engine speed? _____ rpm

Automatic Transmission

Symptom

Car does not shift properly:

- ☐ A sharp shock during shift ☐ Vibration during shift
☐ Slippage, engine speed increases ☐ Shift is delayed
☐ Will not shift at all (Shift speed to high)
☐ Transmission malfunction light on
☐ Unusual noises - (please describe)
(Whine, rattle, growl, clunk, etc)
(See reverse side for "Definitions of noise")
☐ Will not shift into Overdrive
☐ Oscillates in and out of Overdrive
☐ Other _____

When does it occur?

When gear selector is in: _____ When gear selector is moving from: _____
☐ P ☐ R ☐ N ☐ D ☐ 2 ☐ 1 ☐ P/N to R ☐ P/N to D

When shifting:

☐ 1 & 2 ☐ 2 & 3 ☐ 3 & Overdrive ☐ Other _____

When Overdrive (D4) switch is:

☐ On ☐ Off ☐ Both

Engine temperature at:

- ☐ Cold ☐ Warm-up ☐ Normal ☐ All the time
☐ Other _____

Weather conditions:

- ☐ Only on hot days ☐ Only on cool or cold days
☐ Only when humid or rain ☐ Other _____

Driving conditions:

Accelerating:

- ☐ Hard ☐ Medium ☐ Light
☐ Decelerating
☐ Cruising-Steady Speed

At what vehicle speed does it occur? _____ mph

At what engine speed does it occur? _____ rpm

How often does it occur?

- ☐ Always ☐ Sometimes
☐ Rarely ☐ Ever since vehicle was new
☐ Problem just started

Comments:

Model/Year:

Customer Name:

Noise & Vibration

Symptom

☐ Noise ☐ Vibration ☐ Rotational ☐ Random/Intermittent

What kind of noise?

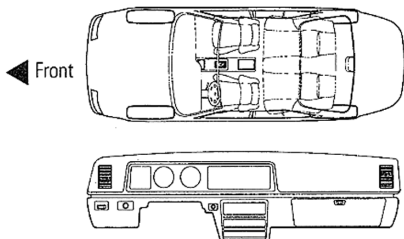
(See "Definitions of noise")

- | | | |
|------------------------------------|------------------------------------|--------------------------------------|
| <input type="checkbox"/> 1. Whine | <input type="checkbox"/> 7. Hum | <input type="checkbox"/> 12. Whistle |
| <input type="checkbox"/> 2. Clunk | <input type="checkbox"/> 8. Rumble | <input type="checkbox"/> 13. Pop |
| <input type="checkbox"/> 3. Creak | <input type="checkbox"/> 9. Grind | <input type="checkbox"/> 14. Squeal |
| <input type="checkbox"/> 4. Growl | <input type="checkbox"/> 10. Knock | <input type="checkbox"/> 15. Squeak |
| <input type="checkbox"/> 5. Click | <input type="checkbox"/> 11. Hiss | <input type="checkbox"/> 16. Boom |
| <input type="checkbox"/> 6. Rattle | | |

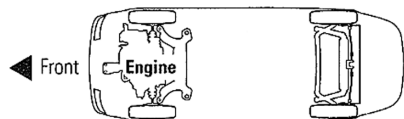
Where does the noise/vibration come from?

Describe the location and mark it on the illustration below

☐ Inside the vehicle



☐ Outside the vehicle



DEFINITIONS OF NOISE:

1. Whine - A high pitch sound, like an electric motor or drill
2. Clunk - A metal to metal sound, like a hammer striking steel
3. Creak - The sound of a door opening with rusty hinges
4. Growl - A low sound, like an angry dog
5. Click - A light sound like a ball point pen being clicked
6. Rattle - A sound like a marble being shaken in a plastic bottle
7. Hum - A low pitch steady sound like the note of an organ
8. Rumble - A low pitch sound like a bass or kettle drum roll
9. Grind - An abrasive sound, like a grinding stone
10. Knock - Like a knock on a door
11. Hiss - The sound that a leak in a tire makes
12. Whistle - A high pitch sound like a note of a flute or a piccolo
13. Pop - A sound like opening a bottle of champagne
14. Squeal - A high pitch sound, like finger nails across a chalk board
15. Squeak - A sound like rubbing a clean window
16. Boom - A sound like a drum roll or distant thunder

When does it occur?

☐ When the vehicle is not moving (Engine is idling)

☐ After the vehicle is parked for several hours

Engine temperature:

☐ Cold ☐ Warm-up ☐ Normal ☐ All the time

☐ During Cruising ☐ During Deceleration ☐ During Turning

☐ During Acceleration ☐ Hard ☐ Med ☐ Light

☐ During Braking ☐ Hard ☐ Med ☐ Light

At what vehicle speed does it occur?

mph rpm

In what gear position does it occur?

Number of people in vehicle:

lbs. in trunk:

Road Conditions:

☐ Paved roads (smooth)

☐ Paved roads (rough)

☐ Wet

☐ Going over bumps

☐ Other _____

Weather Conditions:

☐ Cold

☐ Normal

☐ Hot

☐ All The Time

How often does it occur?

☐ Always

☐ Rarely

☐ Ever since vehicle was new

☐ Sometimes

☐ Problem just started

☐ Only in the morning

Any other conditions when problem occurs or gets worse. (Please be specific)

Has any work been performed on this vehicle outside of an INFINITI dealer?

☐ Yes ☐ No

Electrical

What Vehicle System: (Ex: Wipers, Radios, Cruise Control, Switches)

Symptom

- ☐ System will not turn on/off
- ☐ System is completely inoperative
- ☐ Other _____

What type of noise (See "Definitions of Noise" above)

- | | | | |
|--------------------------------------|---------------------------------|----------------------------------|------------------------------|
| <input type="checkbox"/> Hum | <input type="checkbox"/> Hiss | <input type="checkbox"/> Whine | <input type="checkbox"/> Pop |
| <input type="checkbox"/> Click | <input type="checkbox"/> Rumble | <input type="checkbox"/> Whistle | |
| <input type="checkbox"/> Other _____ | | | |

When does it occur?

- ☐ Key-on, engine off
- ☐ Key-on, engine running
- ☐ First drive of the day
- ☐ After continuous driving
- ☐ On rough roadways

Weather conditions:

- ☐ Only on hot day
- ☐ Only on cooler/cold day
- ☐ Only when humid or raining
- ☐ Other _____

How often does it occur?

- ☐ Always
- ☐ Sometimes
- ☐ Rarely
- ☐ Ever since vehicle was new
- ☐ Problem just started

Comments:

Model/Year:

Customer Name: