Dear Infiniti Customer:
We are concerned about your satisfaction with your Infiniti vehicle. Repairing a squeak or rattle sometimes can be very difficult. To help us fix your Infiniti right the first time, please take a moment to note the area of the vehicle where the squeak or rattle occurs and under what conditions. You may be asked to take a test drive with a service consultant or technician to ensure we confirm the noise you are hearing.

I. WHERE DOES THE NOISE COME FROM? (circle the area of the vehicle)
The illustrations are for reference only, and may not reflect the actual configuration of your vehicle.

Continue to page 2 of the worksheet and briefly describe the location of the noise or rattle. In addition, please indicate the conditions which are present when the noise occurs.
**SQUEAK AND RATTLE TROUBLE DIAGNOSIS**

**SQUEAK & RATTLE DIAGNOSTIC WORKSHEET - page 2**

Briefly describe the location where the noise occurs:

---

**II. WHEN DOES IT OCCUR?** (please check the boxes that apply)

- anytime
- 1st time in the morning
- only when it is cold outside
- only when it is hot outside
- after sitting out in the rain
- when it is raining or wet
- dry or dusty conditions
- other:

**III. WHEN DRIVING:**

- through driveways
- over rough roads
- over speed bumps
- only about ____ mph
- on acceleration
- coming to a stop
- on turns: left, right or either (circle)
- with passengers or cargo
- other: ________________
- after driving ____ miles or ____ minutes

**IV. WHAT TYPE OF NOISE**

- squeak (like tennis shoes on a clean floor)
- creak (like walking on an old wooden floor)
- rattle (like shaking a baby rattle)
- knock (like a knock at the door)
- tick (like a clock second hand)
- thump (heavy, muffled knock noise)
- buzz (like a bumble bee)

---

**TO BE COMPLETED BY DEALERSHIP PERSONNEL**

Test Drive Notes:

---

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Initials of person performing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle test driven with customer</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>- Noise verified on test drive</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>- Noise source located and repaired</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>- Follow up test drive performed to confirm repair</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

VIN: __________________________ Customer Name: __________________________
WO.# __________________________ Date: ________________

This form must be attached to Work Order