## \* SYMPTOM CHECK LIST \*

**1998 Pontiac Bonneville** 

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 Changes Not Move When In Gear
Poor Handling	Pulls To One Side Hard Steering Vehicle Shakes and/or Vibrates While Moving
Noise Problems	Explain:
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 Gear 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 problem 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 .:		R	EPAIR OR	DER NO.:
DIAGNOS					
DRIVEABILITY	- ENGINE - A	UTOMATIC TR	ANSMISSION		
SYMPTOM (CHECK ALL THAT APPLY) ENGINE		OPERATING CO HOW OFTEN DO			THAT APPLY) and/or Transmission)
"Service Engine Soon"/"Malfunction Indicator Lig     Hard start/no start (cranks OK)     Won't crank     Engine stalls     Engine miss     Miss while driving     Hesitates, stumbles or sags     Rough idle		Always Few hours Few months Every Other (explain Just started Since new	to	miles	Few minutes Few waeks Only during event Unknown Getting worse
Idle is too high Poor power/performance	W	WHEN DOES IT When Engine To		ine and/o	r Transmission)
Surge or chuggle, buck - jerk - skip O Poor gas mileage Highway City Pings, detonates	I	□ Cold □ All the time	U Warm	nly during	Hot warmup
Suphur, rotten egg odor Backfires (popping noise) - underhood/tailpipe Khaust smoke Runs on after key is turned off Speed fluctuates without moving accelerator Engine noise (explain):		Weather Condit	alow 0 degrees 60 degrees F	□ Wai □ Any □ Hui	ld - 0 to 32 degrees F rm - 60 to 80 degrees F y environment mid ner (explain below)
(whine, rattle, groan, clunk, etc.)		Driving Condition Light throttle Starting Over bumps Cruising stea Anytime	☐ Medium th □ At idle □ When shift	ing	<ul> <li>Hard throttle</li> <li>Decelerating</li> <li>While turning</li> <li>While braking</li> <li>Downhill</li> </ul>
TRANSMISSION  Does not shift properly Hard shift UNIII not shift Up	Down	☐ Highway ☐ Between ☐ Only with A/C		and	Stop and go MPH
Will not shift into overdrive  I Engine starts in other than "P" or "N"  Noise (describe):		What Type of Fe Regular UL Gasohol Diesel #1		UL 🛛 Pre	Brand? emium Unleaded thanol ious brands
(whine, rattle, groan, clunk, buzz, Shifts into gear too early Overdrive doesn't work with speed control, but is otherv Highway speed - shudder, surge, etc.		When Gear Sele	🗆 R	everse rive/2	Overdrive Drive/1
Other:		Between Gears		ev/Drive hird/Overdr	☐ First/Second
EXPLAIN:					

Fig. 2: Symptom Check List - Page 1

SYMPTOM Vehicle pulls right - Wi Vehicle pulls left - Whe Steering wheel vibrate Excessive play in stee Erratic steering when I	ən s at MPH ring braking	Lean	ension bottoms out s or sways in corner e light on tion control light on ven tire wear	s 🖸 ʻ	Sits uneven Dog" tracks ABS light on Soft ride
Poor steering wheel re	eturn after cornering	1			
Hard to steer Effort Steering wheel off cen	U Wanders	Shimm		k box below for le ☐ Don't kno ☐ Other	
Brake pedal	Pulses		eaks 🛛 Hard	Mushy	Excessive tra
WHEN DOES IT OCCU Cold days Parking manuevers	JR? ☐ Hot days ☐ At road speed	☐ Wet/ □ Acce		] All the time ] Decelerating	Intermittent
• •	Left	☐ Right			Don't know Don't know
Rear Suspension     Passenger Compartm     Instrument Panel	Left	Right     Right     Right     Right     Right     Right     Right     Right	t Center t Center t Center t Center t Center		Don't know Don't know Don't know Don't know
<ul> <li>Engine Compartment</li> <li>Front Suspension</li> <li>Rear Suspension</li> <li>Passenger Compartm</li> <li>Instrument Panel</li> <li>Doors</li> <li>Rear seat area</li> </ul>	□ Left □ Left ent □ Left	Right	t Center t Center t Center t Center t Center t Center		Don't know Don't know Don't know
Front Suspension      Rear Suspension      Passenger Compartm      Instrument Panel      Doors      Rear seat area  NOISE SOUNDS LIKE      Knocks      Hard	Left Left Left Left Left Left Conse dimetal	Right	t Center t Center t Center t Center t Center t Center		Don't know Don't know Don't know Don't know
Front Suspension      Rear Suspension      Passenger Compartm      Instrument Panel      Doors      Rear seat area  NOISE SOUNDS LIKE      Knocks      Hard	Left Left Left Left Left Const d metal les	☐ Righi ☐ Righi ☐ Righi ☐ Righi ☐ Righi ole ☐ Othe	t Center t Center t Center t Center t Center t Center	Ticking	Don't know Don't know Don't know Don't know Don't know
Front Suspension      Rear Suspension      Passenger Compartm      Instrument Panel      Doors      Rear seat area  NOISE SOUNDS LIKE      Knocks     Hard      Squeaks     Ratt  HOW OFTEN DOES IN	Left Left Left Left Left Conse metal les COCCUR? Often UR? Speed Light throttle	Right     Retal     Scraping     Intermittent     RPM     Decelerate     Humid or rain	t Center t Center t Center t Center t Center t Center t Center t Center t Other_ d Just sta Only moving Steady speed y Tempe	arted On turns	Don't know Don't know Don't know Don't know — Whine — Whine Since new
Front Suspension     Rear Suspension     Passenger Compartm     Instrument Panel     Doors     Rear seat area  NOISE SOUNDS LIKE     Knocks    Hard     Squeaks    Ratt  HOW OFTEN DOES IT     Continuous  WHEN DOES IT OCCU     All the time     Hard throttle     Hot days	Left Left Left Left Left Conse metal les CCCUR? Often UR? Speed Light throttle Cold days	Right     Retal     Scraping     Intermittent     RPM     Decelerate     Humid or rain	t Center t Center t Center t Center t Center t Center t Center t Center t Other_ d Just sta Only moving Steady speed y Tempe	arted On turns	Don't know Don't know Don't know Don't know — Whine — Whine Since new
Front Suspension      Rear Suspension      Passenger Compartm      Instrument Panel      Doors      Rear seat area  NOISE SOUNDS LIKE      Knocks     Harc      Squeaks     Ratt  HOW OFTEN DOES IT      Continuous  WHEN DOES IT OCCU      All the time      Hard throttle      Hot days      Heavy bumps	Left Left Left Left Left Conse metal les CCCUR? Often UR? Speed Light throttle Cold days	Right     Retal     Scraping     Intermittent     RPM     Decelerate     Humid or rain	t Center t Center t Center t Center t Center t Center t Center t Center t Other_ d Just sta Only moving Steady speed y Tempe	arted I on turns	Don't know Don't know Don't know Don't know — Whine — Whine Since new

# **AIR CONDITIONING - HEATER - VENTILATION**

#### SYSTEM OR AREA AFFECTED

Air conditioner	□ Heater □ Automatic Te	Defroster		Uvent Mix/blend	□ Bi-Level □ Economy	☐ Fan/blower ☐ All
SYMPTOM						
☐ Does not work ☐ Noisy (explain) ☐ Leaks	Blows wrong Broken Insufficient he	Odor 0		<ul> <li>No air comes</li> <li>Air comes fro</li> <li>Other (explain</li> </ul>	om wrong outlets	Rapid cycling     Blows fuse
WHEN DOES IT OCC	JR?					
All the time	Hot only	Cold [ Other (explain b	Interr	nittent	☐ Right after st ☐ Fan blower st	tartup speed High / Med / Low
EXPLAIN:						
		ELECTRICAL - R			VED	
SYMPTOM - MUSIC S	VSTEM	ELECTRICAL - R	ADIO -	· TAPE/CD PLA	ATEN	
Does not work Controls do not work		□ Static □ Blows fuse		☐ Won't load ☐ Other (explai	□ Won't eject in below)	Poor reception
SYSTEM AFFECTED						
☐ Radio only ☐ Tape player	AM CD player	□ FM □ Whole system		FM stereo	el buttons	aphic equalizer D Phone
Speakers	☐ Front ☐ Clock	☐ Rear ☐ Radio or player		Left s	🗆 Rigi 🗆 Rea	ar seat controls
Speakers Antenna ALL OTHER ELECTR		Radio or player	controls	S	C Rea	ar seat controls
Speakers Antenna		Radio or player	controls <b>c any a</b> or flashi	s <b>pplicable sym</b> □ Noisy	Rea     Rea     Rea     D     Ro     Control     Works impro	ar seat controls
Speakers Antenna ALL OTHER ELECTR		Radio or player ACCESSORIES or item and check Inoperable Check light on o	controls <b>( any a</b> or flashin	s <b>pplicable sym</b> Noisy ng Intermittent Noisy	Read     Read     Read     Read     No control     Works impro     Related syst     No control     Works impro     Works impro	ar seat controls he list that follows: Erratic operly (explain below)
Speakers Antenna ALL OTHER ELECTR	Clock	Radio or player     Reccessories     Inoperable     Check light on o     Blows fuse     Inoperable     Check light on o	controls <b>c any a</b> or flashin or flashin	s pplicable sym Noisy Intermittent Noisy Intermittent Intermittent Noisy Noisy Noisy		ar seat controls he list that follows: Erratic perly (explain below) em affected (explain below) Erratic perly (explain below)
☐ Speakers ☐ Antenna ALL OTHER ELECTR Please list the comple	Clock ICAL ITEMS OF aint accessory of	Radio or player     ACCESSORIES     or item and check     Inoperable     Check light on o     Blows fuse     Inoperable     Check light on o     Blows fuse     Inoperable     Check light on o	controls <b>c any a</b> or flashin or flashin	s pplicable sym Noisy Intermittent Noisy Intermittent Intermittent Noisy Intermittent Intermittent		Ar seat controls
Speakers Antenna ALL OTHER ELECTR Please list the complete WHEN DOES IT OCCI All the time Intermittent	Clock ICAL ITEMS OF aint accessory of	Radio or player     Radio or player     ACCESSORIES     or item and check         Inoperable         Check light on o         Blows fuse         Check light on o	controls <b>c any a</b> or flashin or flashin	s pplicable sym Noisy Intermittent Noisy Intermittent Noisy Intermittent INoisy Intermittent INoisy Just after sta		Ar seat controls
Speakers     Antenna ALL OTHER ELECTR Please list the comple	Clock ICAL ITEMS OF aint accessory of	Radio or player     Radio or player     ACCESSORIES     or item and check         Inoperable         Check light on o         Blows fuse         Inoperable         Check light on o         Inoperable         Inoper	controls <b>c any a</b> or flashin or flashin	s pplicable sym Noisy Intermittent Noisy Intermittent Noisy Intermittent INoisy Intermittent INoisy Rough roads	Reader	Ar seat controls

☐ Setting level ☐ Back lower than front	Any time it rains (facing uphill)		ile driving in the rai nt lower than back		Car wash on
Location of Leak (wh	ere water appears):				
□ LF Door □ LF window □ Under instrument pan	BF Docr RF window el	LR Door     LR window	RR Door     RR window     Rear door/rea	☐ Windshield ☐ Side door ar hatch	☐ Rear window ☐ Sunroof/T-To
WINDNOISE: Location:					
□ LF Door □ LF window □ Under instrument pan	RF Door     RF window el	LR Door	□ RR Door □ RR window □ Rear door/rea	☐ Windshield ☐ Side door ar hatch	□ Rear window □ Sunroof/T-To
EXPLAIN:					
	MAN	UAL TRANSMIS			
		UAL THANSMIS			
SYMPTOM - MANUAL			SYMPTOM - C		
☐ Hard to shift ☐ Grinds going into	☐ Doesn't shift _ gear		Hard to push		to release wn (describe):
Noisy when in				• ·	
Slips/pops out of gear					
☐ Noise (describe):			☐ Slips ☐ Odor present ☐ Squealing so	Peo	attering (grabbing) tal stays on the flo
Upshift light stays on					
Upshift light doesn't light	ght		WHEN DOES When Engine	IT OCCUR? Temperature is	s:
WHEN DOES IT OCC	UR?		-	-	
□ All the time	Light load		Cold		elerating
Heavy load					lerading
EXPLAIN:					
		COMMENTS	:		
					2
CUSTOMER NAME:		РНО	NE NO.:	REPA	IR ORDER NO:

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

SYMPTOM (CHECK ALL THA ENGINE	T APPLY)			HECK ALL THAT APPL ? (Engine &/or Transmission
"Service Engine Soon"/Malfunction Indicat     Hard start/no start (cranks OK)     Won't crank     Engine stalls     Engine miss     Miss while driving     Hesitates, stumbles or sags	tor Light" on		to	
Rough idle     Idle is too high	Idle is too low	WHEN DOES I When Engine 1		ine and/or Transmission)
Poor power/performance     Surge or chuggle, buck - jerk - skip     Poor gas mileage     Ping, detonates	City		☐ Warm ☐ Only during w	Hot Armup
Sulphur/rotten egg odor		Weather Condi	tions:	
Backfires (popping noise) - underhood/tai     Exhaust smoke     Increased oil c     Runs on after key is turned off     Speed fluctuates without moving accelera     Engine noise (explain):	onsumption	Snow/Ice	0°F 0°F □ Dry □ Wet roads	Cold - 0 to 32°F Warm - 60 to 80°F Any environment Humid
(whine, rattle, groan, clunk, etc.)				
□ Other:		Driving Condit	ions:	
		Light throttle	Medium three	ottle
	☐ Hard shift ☐ Down	Starting     Starting     Cover bumps     Cruising - stee     Anytime     Highway     Between     Only with A/C	At idle When shiftir ady at MPH Uphill City/town MPH and	Decelerating M While turning While braking Downhill Stop and go
		What Type of F	uel?	What Brand?
(whine, rattle, groan, clunk, buzz, et Shifts into next gear too early Overdrive doesn't work with speed contro otherwise OK		☐ Regular UL ☐ Gasohol ☐ Diesel #1	☐ Midrange U ☐ Ethanol ☐ Diesel #2	L
Highway speed - shudder, surge, etc.		When Gear Sel	lector is in:	
Other:		☐ Park/Neutral ☐ Drive/3	☐ Reverse ☐ Drive/2	Overdrive Drive/1
EXPLAIN:		Between Gears	5:	
		□ Park to R or D □ Second/Third	Reverse/Dri	
CUSTOMER NAME:		PHONE NO .:	REPA	IR ORDER NO:
SHOP USE ONLY: VIN#: 115054	MILES:	TECHNICIAN:		ADVISOR#:

Fig. 6: Engine Driveability & Automatic Transmission

SYMPTOM Vehicle pulls right - W Vehicle pulls left - Wh Steering wheel vibrate Excessive play in stee Erratic steering when Poor steering wheel right	en MPH ering braking	□ Leans or s □ Brake ligh	ontrol light on		ts uneven log" tracks 3S light on 5ft ride
Hard to steer Effort Steering wheel off cer	☐ Wanders nter	Shimmy/vil	Dration (check	box below for loo	
Brake pedal	Pulses	Squeaks	Hard	☐ Mushy	Excessive trave
WHEN DOES IT OCC	☐ Hot days ☐ At road speed	☐ Wet/rain ☐ Accelerati		All the time Decelerating	Intermittent
		PI	HONE NO.:	RE	PAIR ORDER NO:
SHOP USE ONLY: VIN#:		MILES:	TECHNIC	CIAN:	ADVISOR#:
	-	Suspension			ADVISOR#:
VIN#: 50C15059	AIR				ADVISOR#:
VIN#: 50C15059 Brakes, Ste	AIR (	Suspension CONDITIONING - He			ADVISOR#:
VIN#: 50C15059 Brakes, Ste SYSTEM OR AREA A	AIR ( AFFECTED Heater Automatic Tempe Blows wrong tem	Guspension CONDITIONING - He Defroster erature Control aperature air	ATER - VENTIL	ATION Bi-Level Economy s out of vents om wrong outlets	☐ Fan/blower
VIN#: 50C15059 Brakes, Ste SYSTEM OR AREA A Air conditioner Max A/C SYMPTOM Does not work Noisy (explain)	AIR ( AFFECTED Automatic Tempe Blows wrong tem Broken Insufficient heat of UR? Hot	Guspension CONDITIONING - He Defroster erature Control apperature air I Odor or cool	ATER - VENTIL	ATION Bi-Level Economy s out of vents om wrong outlets	☐ Fan/blower ☐ All ☐ Rapid cycling ☐ Blows fuse
VIN#: 50C15059 Brakes, Ste SYSTEM OR AREA A Air conditioner Max A/C SYMPTOM Does not work Noisy (explain) Leaks WHEN DOES IT OCC All the time	AIR ( AFFECTED Automatic Temper Blows wrong tem Broken Insufficient heat of CUR? Hot Is only	Guspension CONDITIONING - HE Pofroster erature Control operature air I Odor or cool Cold Inte I Other (explain below)	ATER - VENTIL	ATION Bi-Level Economy sout of vents om wrong outlets in below) Right after startu	☐ Fan/blower ☐ All ☐ Rapid cycling ☐ Blows fuse
VIN#: 50C15059 Brakes, Ste SYSTEM OR AREA A Air conditioner Max A/C SYMPTOM Does not work Noisy (explain) Leaks WHEN DOES IT OCC All the time When change contro	AIR ( AFFECTED  Automatic Temps Automatic Temps Blows wrong tem Broken Insufficient heat of UR? Hot sonly	Guspension CONDITIONING - HE Perature Control Apperature air I Odor or cool I Cold Inte I Other (explain below)	ATER - VENTIL	ATION Bi-Level Economy s out of vents orn wrong outlets in below) Right after startu Fan blower spee	☐ Fan/blower ☐ All ☐ Rapid cycling ☐ Blows fuse

Fig. 8: Air Conditioning, Heater & Ventilation

				AYER	
SYMPTOM - MUSIC S	YSTEM				
Does not work	🗆 Noisy	☐ Static ☐ Blows fuse	☐ Won't load ☐ Other (explai	,	Poor reception
SYSTEM AFFECTED					
<ul> <li>□ Radio only</li> <li>□ Tape player</li> <li>□ Speakers</li> <li>□ Antenna</li> </ul>	AM CD player Front Clock	FM Whole system Rear Radio or player contro	☐ FM stereo ☐ Steering whe ☐ Left Is	el buttons	nic equalizer Phone seat controls
ALL OTHER ELECTR		ACCESSORIES	applicable sym	ptom(s) from the	list that follows:
		☐ Inoperable ☐ Check light on or flash ☐ Blows fuse	Noisy	□ No control □ Works imprope	Erratic erly (explain below) n affected (explain belo
		Inoperable Check light on or flash Blows fuse	□ Noisy ing □ Intermittent		Erratic erly (explain below) n affected (explain bel
WHEN DOES IT OCCI	JR?	Inoperable Check light on or flash Blows fuse	□ Noisy iing □ Intermittent		☐ Erratic erly (explain below) n affected (explain bel
☐ All the time ☐ Intermittent ☐ Other (explain below)	☐ Hot ☐ After runs for	Cold minutes	☐ Just after sta ☐ Rough roads	rting - malfunctions or bumps only	for a while
EXPLAIN:					
CUSTOMER NAME:		РНО	NE NO.:	REPA	IR ORDER NO:
CUSTOMER NAME: SHOP USE ONLY: VIN#:		PHO MILES:	NE NO.: TECHNICIAN		IR ORDER NO: ADVISOR#:

SYMPTOM - MAN	UAL GEAR SHIFT	SYMPTOM - CLUT	СН
☐ Hard to shift	Doesn't shift	Hard to push	☐ Fail to release
Grinds going into.	gear	□ Noise when pressi	ng pedal down (describe):
	gear or neutral		
Slips/pops out of	gear		
Noise (describe):		 □ Slips	Chattering (grabbing)
		 Odor present	Pedal stays on the floor
		 Squealing sound	
🗖 Upshift light stays	on		
🛛 Upshift light doesi	n't light	WHEN DOES IT OC	
	001100	When Engine Tem	perature is:
WHEN DOES IT O	CCUR?		Hot
All the time	Light load	Accelerating	Decelerating
Heavy load			
EXPLAIN:		 	
	лЕ:	 	

Fig. 10: Manual Transmission & Clutch

AREA OF NOISE   Engine Compartment  Front Suspension  Rear Suspension  Passenger Compartm  Instrument Panel  Doors  Rear seat area	□ Left □ Left	Right     Sole     Other	Center Center Center Center Center Center	Dor Dor Dor Dor	i't know i't know i't know i't know i't know
NOISE SOUNDS LIKE	d metal	Light metal	□ Roars □ Other	Ticking	U Whine
HOW OFTEN DOES I	T OCCUR?	Intermittent	☐ Just started	Sine	ce new
WHEN DOES IT OCC All the time Hard throttle Hot days Heavy bumps	Speed Light throttle Cold days		Only moving Steady speed Temperature t	☐ On turns ☐ Idle in gear	☐ Braking ☐ Idle out of gear _
EXPLAIN:					
CUSTOMER NAME:		PI	HONE NO .:	REP	AIR ORDER NO:
CUSTOMER NAME: SHOP USE ONLY: VIN#:		PI MILES:	HONE NO.: TECHNICIAN		AIR ORDER NO: ADVISOR#:
<u>SHOP USE ONLY:</u> VIN#: 50 <i>F15060</i>	Pattle 6	MILES:	TECHNICIAN		
<u>SHOP USE ONLY:</u> VIN#: 50 <i>F15060</i>	attle, &	MILES: Noise Condi	TECHNICIAN		
<u>SHOP USE ONLY:</u> VIN#: 50 <i>F15060</i>	attle, &	MILES:	TECHNICIAN		
SHOP USE ONLY: VIN#: 50F15060 1: Squeak, R WATER LEAK	Any time it ra	MILES: Noise Condi WATER LEAK ins 🔲	TECHNICIAN	: in	
SHOP USE ONLY: VIN#: 50F15060 1: Squeak, R WATER LEAK Leak Occurs When?	□ Any time it ra t (facing uphill)	MILES: Noise Condi WATER LEAK ins	TECHNICIAN tions - WINDNOISE While driving in the ra	: in	ADVISOR#:
SHOP USE ONLY: VIN#: 50F15060 1: Squeak, R WATER LEAK Leak Occurs When? Setting level Back lower than front	□ Any time it ra t (facing uphill) here water appea □ RF Door □ RF window	MILES: Noise Condi WATER LEAK ins	TECHNICIAN tions • WINDNOISE While driving in the ra Front lower than back	in (facing downhill) Windshield Side door	ADVISOR#:
SHOP USE ONLY: VIN#: 50F15060 L: Squeak, R WATER LEAK Leak Occurs When? Back lower than front Location of Leak (wh LF Door LF window	□ Any time it ra t (facing uphill) here water appea □ RF Door □ RF window	MILES: Noise Condi WATER LEAK ins ars): LR Door	TECHNICIAN tions • WINDNOISE While driving in the ra Front lower than back	in (facing downhill) Windshield Side door	ADVISOR#:
SHOP USE ONLY: VIN#: 50F15060 1: Squeak, R WATER LEAK Leak Occurs When? Back lower than front Location of Leak (wr LF Door LF window Under instrument par WINDNOISE:	□ Any time it ra t (facing uphill) here water appea □ RF Door □ RF window hel □ RF Door □ RF Door □ RF Mindow	MILES: Noise Condi WATER LEAK ins ars): LR Door	TECHNICIAN tions • WINDNOISE While driving in the ra Front lower than back DM RR Door DM Rear door/re	in (facing downhill) Uvindshield Side door ar hatch Windshield Side door	ADVISOR#:
SHOP USE ONLY: VIN#: 50F15060 1: Squeak, R WATER LEAK Leak Occurs When? Back lower than front LF Door LF window Under instrument par WINDNOISE: Location: LF Door LF window UNDROISE: Location: LF Door LF window UNDROISE: Location: LF Window	Any time it ra t (facing uphill)  nere water appea RF Door RF window nel RF Door RF window nel	MILES: Noise Condi WATER LEAK ins    ars): LR Door LR windo	TECHNICIAN tions • WINDNOISE While driving in the ra Front lower than back Driver and the ran back RR Door Driver BR Window Rear door/re	in (facing downhill) Uindshield Side door ar hatch Side door ar hatch	ADVISOR#: Car wash only Rear window Sunroof/T-Top
SHOP USE ONLY: VIN#: 50F15060 1: Squeak, R WATER LEAK Leak Occurs When? Back lower than front LF Door LF window Under instrument par WINDNOISE: Location: LF Door LF window UNDROISE: Location: LF Door LF window UNDROISE: Location: LF Window	Any time it rate (facing uphill)  Arere water appea  RF Door  RF window  RF Door  RF window  RF window  RF window  Nel	MILES: Noise Condi WATER LEAK ins    ars):   LR Door   LR windo	TECHNICIAN tions • WINDNOISE While driving in the ra Front lower than back Driver and the ran back RR Door Driver BR Window Rear door/re	in (facing downhill) Uindshield Side door ar hatch Side door ar hatch	ADVISOR#: Car wash only Rear window Sunroof/T-Top