

GENERAL INFORMATION

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

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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: _____	
FAULT 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 ☐ Vehicle Does 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: _____ ☐ Gasohol ☐ Propane Conversion
Outside Weather	☐ Cold ☐ Warm ☐ Hot ☐ Wet/Rainy ☐ Fog ☐ Snow/Hail ☐ Dust/Dirt ☐ Dry ☐ Humid

Fig. 1: Entire Vehicle - Symptom Check List For Customer

FULL VERSION - ALL ON FOUR PAGES

NOTE: Have the service adviser fill out these forms with the 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.: _____

REPAIR ORDER NO.: _____

DIAGNOSTIC WORKSHEET

DRIVEABILITY - ENGINE - AUTOMATIC TRANSMISSION**SYMPTOM (CHECK ALL THAT APPLY)**
ENGINE

- ☐ "Service Engine Soon"/"Malfunction Indicator Light" on
- ☐ Hard start/no start (cranks OK)
- ☐ Won't crank
- ☐ Engine stalls
- ☐ Engine miss
- ☐ Miss while driving
- ☐ Hesitates, stumbles or sags
- ☐ Rough idle
- ☐ Idle is too high ☐ Idle is too low
- ☐ Poor power/performance
- ☐ Surge or chuggle, buck - jerk - skip
- ☐ Poor gas mileage ☐ Highway ☐ City
- ☐ Pings, detonates
- ☐ Suphur, rotten egg odor
- ☐ Backfires (popping noise) - underhood/tailpipe
- ☐ Exhaust smoke ☐ Increased oil consumption
- ☐ Runs on after key is turned off
- ☐ Speed fluctuates without moving accelerator
- ☐ Engine noise (explain): _____

(whine, rattle, groan, clunk, etc.)

☐ Other: _____**TRANSMISSION**

- ☐ Does not shift properly ☐ Hard shift
- ☐ Will not shift ☐ Up ☐ Down
- ☐ Will not shift into overdrive
- ☐ Engine starts in other than "P" or "N"
- ☐ Noise (describe): _____

(whine, rattle, groan, clunk, buzz, etc.)

- ☐ Shifts into gear too early
- ☐ Overdrive doesn't work with speed control, but is otherwise OK
- ☐ Highway speed - shudder, surge, etc.
- ☐ Other: _____

EXPLAIN: _____**OPERATING CONDITIONS (CHECK ALL THAT APPLY)**
HOW OFTEN DOES IT OCCUR? (Engine and/or Transmission)

- ☐ Always ☐ Few seconds ☐ Few minutes
- ☐ Few hours ☐ Few days ☐ Few weeks
- ☐ Few months ☐ Variable ☐ Only during event
- ☐ Every _____ to _____ miles ☐ Unknown
- ☐ Other (explain): _____
- ☐ Just started ☐ Getting better ☐ Getting worse
- ☐ Since new

WHEN DOES IT OCCUR? (Engine and/or Transmission)
When Engine Temperature is:

- ☐ Cold ☐ Warm ☐ Hot
- ☐ All the time ☐ Only during warmup

Weather Conditions:

- ☐ Very cold - below 0 degrees F ☐ Cold - 0 to 32 degrees F
- ☐ Cool - 32 to 60 degrees F ☐ Warm - 60 to 80 degrees F
- ☐ Hot - Above 80 degrees F ☐ Any environment
- ☐ Raining ☐ Dry ☐ Humid
- ☐ Snow/ice ☐ Wet roads ☐ Other (explain below)

Driving Conditions:

- ☐ Light throttle ☐ Medium throttle ☐ Hard throttle
- ☐ Starting ☐ At idle ☐ Decelerating
- ☐ Over bumps ☐ When shifting ☐ While turning
- ☐ Cruising steady at _____ MPH ☐ While braking
- ☐ Anytime ☐ Uphill ☐ Downhill
- ☐ Highway ☐ City/town ☐ Stop and go
- ☐ Between _____ MPH and _____ MPH
- ☐ Only with A/C or Defrost on

What Type of Fuel?

- ☐ Regular UL ☐ Mid range UL ☐ Premium Unleaded
- ☐ Gasohol ☐ Ethanol ☐ Methanol
- ☐ Diesel #1 ☐ Diesel #2 ☐ Various brands

What Brand? _____**When Gear Selector is in:**

- ☐ Park/Neutral ☐ Reverse ☐ Overdrive
- ☐ Drive/3 ☐ Drive/2 ☐ Drive/1

Between Gears:

- ☐ Park to R or D ☐ Rev/Drive ☐ First/Second
- ☐ Second/Third ☐ Third/Overdrive

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Fig. 2: Symptom Check List - Page 1

BRAKES - STEERING - SUSPENSION

SYMPTOM

- | | | |
|--|---|--|
| ☐ Vehicle pulls right - When _____
☐ Vehicle pulls left - When _____
☐ Steering wheel vibrates at _____ MPH
☐ Excessive play in steering
☐ Erratic steering when braking
☐ Poor steering wheel return after cornering | ☐ Suspension bottoms out
☐ Leans or sways in corners
☐ Brake light on
☐ Traction control light on
☐ Uneven tire wear | ☐ Sits uneven
☐ "Dog" tracks
☐ ABS light on
☐ Soft ride |
|--|---|--|

Hard to steer

- ☐
- Effort
- ☐
- Wanders
-
- ☐
- Steering wheel off center

Shimmy/vibration (check box below for location)

- | | | |
|--------------------------------|--------------------------------|--------------------------------------|
| ☐ Front | ☐ Rear | ☐ Don't know |
| ☐ Seat | ☐ Floor | ☐ Other _____ |

Brake pedal

- ☐
- Noise
- ☐
- Pulses
- ☐
- Squeaks
- ☐
- Hard
- ☐
- Mushy
- ☐
- Excessive travel

WHEN DOES IT OCCUR?

- | | | | | |
|--|--|---------------------------------------|---------------------------------------|---------------------------------------|
| ☐ Cold days | ☐ Hot days | ☐ Wet/rain | ☐ All the time | ☐ Intermittent |
| ☐ Parking maneuvers | ☐ At road speed | ☐ Accelerating | ☐ Decelerating | |

EXPLAIN:

SQUEAK - RATTLE - NOISE CONDITIONS

AREA OF NOISE

- | | | | | |
|--|--|--|--|--|
| ☐ Engine Compartment
☐ Front Suspension
☐ Rear Suspension
☐ Passenger Compartment
☐ Instrument Panel
☐ Doors
☐ Rear seat area | ☐ Left
☐ Left
☐ Left
☐ Left
☐ Left
☐ Left
☐ Console | ☐ Right
☐ Right
☐ Right
☐ Right
☐ Right
☐ Right
☐ Other _____ | ☐ Center
☐ Center
☐ Center
☐ Center
☐ Center
☐ Center | ☐ Don't know
☐ Don't know
☐ Don't know
☐ Don't know
☐ Don't know
☐ Don't know |
|--|--|--|--|--|

NOISE SOUNDS LIKE

- | | | | | | |
|----------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|----------------------------------|--------------------------------|
| ☐ Knocks | ☐ Hard metal | ☐ Light metal | ☐ Roars | ☐ Ticking | ☐ Whine |
| ☐ Squeaks | ☐ Rattles | ☐ Scraping | ☐ Other _____ | | |

HOW OFTEN DOES IT OCCUR?

- ☐
- Continuous
- ☐
- Often
- ☐
- Intermittent
- ☐
- Just started
- ☐
- Since new

WHEN DOES IT OCCUR?

- | | | | | | |
|--|---|--|--|---------------------------------------|---|
| ☐ All the time | ☐ Speed | ☐ RPM | ☐ Only moving | ☐ On turns | ☐ Braking |
| ☐ Hard throttle | ☐ Light throttle | ☐ Decelerate | ☐ Steady speed | ☐ Idle in gear | ☐ Idle out of gear |
| ☐ Hot days | ☐ Cold days | ☐ Humid or rainy | ☐ Temperature _____ | | |
| ☐ Heavy bumps | ☐ Light bumps | ☐ Smooth pavement | | | |

EXPLAIN:

CUSTOMER NAME:

PHONE NO.:

REPAIR ORDER NO:

SHOP USE ONLY:

VIN#:

MILES:

TECHNICIAN:

ADVISOR#:

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Fig. 3: Symptom Check List - Page 2

SYSTEM OR AREA AFFECTED

- | | | | | | |
|--|--|------------------------------------|------------------------------------|-----------------------------------|-------------------------------------|
| ☐ Air conditioner | ☐ Heater | ☐ Defroster | ☐ Vent | ☐ Bi-Level | ☐ Fan/blower |
| ☐ Max A/C | ☐ Automatic Temperature Control | | ☐ Mix/blend | ☐ Economy | ☐ All |

SYMPTOM

- | | | | |
|--|---|---|--|
| ☐ Does not work | ☐ Blows wrong temperature air | ☐ No air comes out of vents | ☐ Rapid cycling |
| ☐ Noisy (explain) | ☐ Broken ☐ Odor | ☐ Air comes from wrong outlets | ☐ Blows fuse |
| ☐ Leaks | ☐ Insufficient heat or cool | ☐ Other (explain below) | |

WHEN DOES IT OCCUR?

- | | | | | |
|--|------------------------------|--|---------------------------------------|--|
| ☐ All the time | ☐ Hot | ☐ Cold | ☐ Intermittent | ☐ Right after startup |
| ☐ When change controls only | | ☐ Other (explain below) | | ☐ Fan blower speed High / Med / Low |

EXPLAIN: _____

ELECTRICAL - RADIO - TAPE/CD PLAYER

SYMPTOM - MUSIC SYSTEM

- | | | | | | |
|---|--------------------------------|-------------------------------------|--|--------------------------------------|---|
| ☐ Does not work | ☐ Noisy | ☐ Static | ☐ Won't load | ☐ Won't eject | ☐ Poor reception |
| ☐ Controls do not work | | ☐ Blows fuse | ☐ Other (explain below) | | |

SYSTEM AFFECTED

- | | | | | |
|--------------------------------------|------------------------------------|---|---|---|
| ☐ Radio only | ☐ AM | ☐ FM | ☐ FM stereo | ☐ Graphic equalizer |
| ☐ Tape player | ☐ CD player | ☐ Whole system | ☐ Steering wheel buttons | ☐ Phone |
| ☐ Speakers | ☐ Front | ☐ Rear | ☐ Left | ☐ Right |
| ☐ Antenna | ☐ Clock | ☐ Radio or player controls | | ☐ Rear seat controls |

ALL OTHER ELECTRICAL ITEMS OR ACCESSORIES

Please list the complaint accessory or item and check any applicable symptom(s) from the list that follows:

- | | | | | |
|-------|---|---------------------------------------|--|----------------------------------|
| _____ | ☐ Inoperable | ☐ Noisy | ☐ No control | ☐ Erratic |
| | ☐ Check light on or flashing | | ☐ Works improperly (explain below) | |
| | ☐ Blows fuse | ☐ Intermittent | ☐ Related system affected (explain below) | |
| _____ | ☐ Inoperable | ☐ Noisy | ☐ No control | ☐ Erratic |
| | ☐ Check light on or flashing | | ☐ Works improperly (explain below) | |
| | ☐ Blows fuse | ☐ Intermittent | ☐ Related system affected (explain below) | |
| _____ | ☐ Inoperable | ☐ Noisy | ☐ No control | ☐ Erratic |
| | ☐ Check light on or flashing | | ☐ Works improperly (explain below) | |
| | ☐ Blows fuse | ☐ Intermittent | ☐ Related system affected (explain below) | |

WHEN DOES IT OCCUR?

- | | | | |
|--|---|-------------------------------|---|
| ☐ All the time | ☐ Hot | ☐ Cold | ☐ Just after starting - malfunctions for a while |
| ☐ Intermittent | ☐ After runs for _____ minutes | | ☐ Rough roads or bumps only |
| ☐ Other (explain below) | | | |

EXPLAIN: _____

CUSTOMER NAME:

PHONE NO.:

REPAIR ORDER NO:

SHOP USE ONLY:

VIN#:

MILES:

TECHNICIAN:

ADVISOR#:

50115063

Fig. 4: Symptom Check List - Page 3

WATER LEAK - WINDNOISE**WATER LEAK****Leak Occurs When?**

- ☐ Setting level ☐ Any time it rains ☐ While driving in the rain ☐ Car wash only
☐ Back lower than front (facing uphill) ☐ Front lower than back (facing downhill)

Location of Leak (where water appears):

- ☐ LF Door ☐ RF Door ☐ LR Door ☐ RR Door ☐ Windshield ☐ Rear window
☐ LF window ☐ RF window ☐ LR window ☐ RR window ☐ Side door ☐ Sunroof/T-Top
☐ Under instrument panel ☐ Rear door/rear hatch

WINDNOISE:**Location:**

- ☐ LF Door ☐ RF Door ☐ LR Door ☐ RR Door ☐ Windshield ☐ Rear window
☐ LF window ☐ RF window ☐ LR window ☐ RR window ☐ Side door ☐ Sunroof/T-Top
☐ Under instrument panel ☐ Rear door/rear hatch

EXPLAIN: _____

MANUAL TRANSMISSION - CLUTCH**SYMPTOM - MANUAL GEAR SHIFT**

- ☐ Hard to shift ☐ Doesn't shift
☐ Grinds going into _____ gear
☐ Noisy when in _____ gear or neutral _____
☐ Slips/pops out of gear
☐ Noise (describe): _____

☐ Upshift light stays on
☐ Upshift light doesn't light

WHEN DOES IT OCCUR?

- ☐ All the time ☐ Light load
☐ Heavy load

EXPLAIN: _____

SYMPTOM - CLUTCH

- ☐ Hard to push ☐ Fail to release
☐ Noise when pressing pedal down (describe): _____

☐ Slips ☐ Chattering (grabbing)
☐ Odor present ☐ Pedal stays on the floor
☐ Squealing sound

WHEN DOES IT OCCUR?**When Engine Temperature is:**

- ☐ Cold ☐ Hot
☐ Accelerating ☐ Decelerating

COMMENTS:

CUSTOMER NAME:**PHONE NO.:****REPAIR ORDER NO:****SHOP USE ONLY:****VIN#:****MILES:****TECHNICIAN:****ADVISOR#:**

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Fig. 5: Symptom Check List - Page 4

INDIVIDUAL SYSTEM-BASED CHECK LISTS

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

SYMPTOM (CHECK ALL THAT APPLY) ENGINE ☐ "Service Engine Soon"/Malfunction Indicator Light" on ☐ Hard start/no start (cranks OK) ☐ Won't crank ☐ Engine stalls ☐ Engine miss ☐ Miss while driving ☐ Hesitates, stumbles or sags ☐ Rough idle ☐ Idle is too high ☐ Idle is too low ☐ Poor power/performance ☐ Surge or chuggle, buck - jerk - skip ☐ Poor gas mileage ☐ Highway ☐ City ☐ Ping, detonates ☐ Sulphur/rotten egg odor ☐ Backfires (popping noise) - underhood/tailpipe ☐ Exhaust smoke ☐ Increased oil consumption ☐ Runs on after key is turned off ☐ Speed fluctuates without moving accelerator ☐ Engine noise (explain): _____ _____ _____ _____ (whine, rattle, groan, clunk, etc.) ☐ Other: _____ _____ _____ TRANSMISSION ☐ Does not shift properly ☐ Hard shift ☐ Will not shift ☐ Up ☐ Down ☐ Will not shift into overdrive ☐ Engine starts in other than "P" or "N" ☐ Noise (describe): _____ _____ _____ _____ (whine, rattle, groan, clunk, buzz, etc.) ☐ Shifts into next gear too early ☐ Overdrive doesn't work with speed control, but is otherwise OK ☐ Highway speed - shudder, surge, etc. ☐ Other: _____ _____ _____ _____ EXPLAIN: _____ _____ _____ _____ CUSTOMER NAME: _____ SHOP USE ONLY: VIN#: _____ MILES: _____	OPERATING CONDITIONS (CHECK ALL THAT APPLY) HOW OFTEN DOES IT OCCUR? (Engine &/or Transmission) ☐ Always ☐ Few Seconds ☐ Few minutes ☐ Few hours ☐ Few days ☐ Few weeks ☐ Few months ☐ Variable ☐ Only during event ☐ Every _____ to _____ miles ☐ Unknown ☐ Other (explain): _____ ☐ Just started ☐ Getting better ☐ Getting worse ☐ Since new WHEN DOES IT OCCUR? (Engine and/or Transmission) When Engine Temperature is: ☐ Cold ☐ Warm ☐ Hot ☐ All the time ☐ Only during warmup Weather Conditions: ☐ Very cold - below 0°F ☐ Cold - 0 to 32°F ☐ Cool - 32 to 60°F ☐ Warm - 60 to 80°F ☐ Hot - above 80°F ☐ Any environment ☐ Raining ☐ Dry ☐ Humid ☐ Snow/Ice ☐ Wet roads ☐ Other (explain): _____ _____ _____ Driving Conditions: ☐ Light throttle ☐ Medium throttle ☐ Hard throttle ☐ Starting ☐ At idle ☐ Decelerating ☐ Over bumps ☐ When shifting ☐ While turning ☐ Cruising - steady at _____ MPH ☐ While braking ☐ Anytime ☐ Uphill ☐ Downhill ☐ Highway ☐ City/town ☐ Stop and go ☐ Between _____ MPH and _____ MPH ☐ Only with A/C or Defrost on What Type of Fuel? What Brand? ☐ Regular UL ☐ Midrange UL ☐ Premium UL ☐ Gasohol ☐ Ethanol ☐ Methanol ☐ Diesel #1 ☐ Diesel #2 ☐ Various brands When Gear Selector is in: ☐ Park/Neutral ☐ Reverse ☐ Overdrive ☐ Drive/3 ☐ Drive/2 ☐ Drive/1 Between Gears: ☐ Park to R or D ☐ Reverse/Drive ☐ First/Second ☐ Second/Third ☐ Third/Overdrive PHONE NO.: _____ REPAIR ORDER NO: _____ TECHNICIAN: _____ ADVISOR#: _____
--	---

Fig. 6: Engine Driveability & Automatic Transmission

BRAKES - STEERING - SUSPENSION

SYMPTOM

- | | | |
|---|--|---------------------------------------|
| ☐ Vehicle pulls right - When _____ | ☐ Suspension bottoms out | ☐ Sits uneven |
| ☐ Vehicle pulls left - When _____ | ☐ Leans or sways in corners | ☐ "Dog" tracks |
| ☐ Steering wheel vibrates at _____ MPH | ☐ Brake light on | ☐ ABS light on |
| ☐ Excessive play in steering | ☐ Traction control light on | ☐ Soft ride |
| ☐ Erratic steering when braking | ☐ Uneven tire wear | |
| ☐ Poor steering wheel return after cornering | | |

Hard to steer

- ☐ Effort ☐ Wanders
☐ Steering wheel off center

Shimmy/vibration (check box below for location)

- | | | |
|--------------------------------|--------------------------------|--------------------------------------|
| ☐ Front | ☐ Rear | ☐ Don't know |
| ☐ Seat | ☐ Floor | ☐ Other _____ |

Brake pedal

- ☐ Noise ☐ Pulses ☐ Squeaks ☐ Hard ☐ Mushy ☐ Excessive travel

WHEN DOES IT OCCUR?

- | | | | | |
|--|--|---------------------------------------|---------------------------------------|---------------------------------------|
| ☐ Cold days | ☐ Hot days | ☐ Wet/rain | ☐ All the time | ☐ Intermittent |
| ☐ Parking maneuvers | ☐ At road speed | ☐ Accelerating | ☐ Decelerating | |

EXPLAIN: _____

CUSTOMER NAME:

PHONE NO.:

REPAIR ORDER NO:

SHOP USE ONLY:

VIN#:

MILES:

TECHNICIAN:

ADVISOR#:

50C15059

Fig. 7: Brakes, Steering, & Suspension

AIR CONDITIONING - HEATER - VENTILATION

SYSTEM OR AREA AFFECTED

- | | | | | | |
|--|--|------------------------------------|----------------------------------|-----------------------------------|-------------------------------------|
| ☐ Air conditioner | ☐ Heater | ☐ Defroster | ☐ Vent | ☐ Bi-Level | ☐ Fan/blower |
| ☐ Max A/C | ☐ Automatic Temperature Control | ☐ Mix/blend | ☐ Economy | ☐ All | |

SYMPTOM

- | | | | |
|--|---|---|--|
| ☐ Does not work | ☐ Blows wrong temperature air | ☐ No air comes out of vents | ☐ Rapid cycling |
| ☐ Noisy (explain) | ☐ Broken ☐ Odor | ☐ Air comes from wrong outlets | ☐ Blows fuse |
| ☐ Leaks | ☐ Insufficient heat or cool | ☐ Other (explain below) | |

WHEN DOES IT OCCUR?

- | | | | | |
|--|--|--|---------------------------------------|--|
| ☐ All the time | ☐ Hot | ☐ Cold | ☐ Intermittent | ☐ Right after startup |
| ☐ When change controls only | ☐ Other (explain below) | ☐ Fan blower speed High / Med / Low | | |

EXPLAIN: _____

CUSTOMER NAME:

PHONE NO.:

REPAIR ORDER NO:

SHOP USE ONLY:

VIN#:

MILES:

TECHNICIAN:

ADVISOR#:

50A15057

Fig. 8: Air Conditioning, Heater & Ventilation

ELECTRICAL - RADIO - TAPE/CD PLAYER**SYMPTOM - MUSIC SYSTEM**

- | | | | | | |
|---|--------------------------------|-------------------------------------|--|--------------------------------------|---|
| ☐ Does not work | ☐ Noisy | ☐ Static | ☐ Won't load | ☐ Won't eject | ☐ Poor reception |
| ☐ Controls do not work | | ☐ Blows fuse | ☐ Other (explain below) | | |

SYSTEM AFFECTED

- | | | | | |
|--------------------------------------|------------------------------------|---|---|--|
| ☐ Radio only | ☐ AM | ☐ FM | ☐ FM stereo | ☐ Graphic equalizer |
| ☐ Tape player | ☐ CD player | ☐ Whole system | ☐ Steering wheel buttons | ☐ Phone |
| ☐ Speakers | ☐ Front | ☐ Rear | ☐ Left | ☐ Right |
| ☐ Antenna | ☐ Clock | ☐ Radio or player controls | ☐ Rear seat controls | |

ALL OTHER ELECTRICAL ITEMS OR ACCESSORIES

Please list the complaint accessory or item and check any applicable symptom(s) from the list that follows:

- | | | | | |
|-------|---|---------------------------------------|--|----------------------------------|
| _____ | ☐ Inoperable | ☐ Noisy | ☐ No control | ☐ Erratic |
| | ☐ Check light on or flashing | | ☐ Works improperly (explain below) | |
| | ☐ Blows fuse | ☐ Intermittent | ☐ Related system affected (explain below) | |
| _____ | ☐ Inoperable | ☐ Noisy | ☐ No control | ☐ Erratic |
| | ☐ Check light on or flashing | | ☐ Works improperly (explain below) | |
| | ☐ Blows fuse | ☐ Intermittent | ☐ Related system affected (explain below) | |
| _____ | ☐ Inoperable | ☐ Noisy | ☐ No control | ☐ Erratic |
| | ☐ Check light on or flashing | | ☐ Works improperly (explain below) | |
| | ☐ Blows fuse | ☐ Intermittent | ☐ Related system affected (explain below) | |

WHEN DOES IT OCCUR?

- | | | | |
|--|---|--|---|
| ☐ All the time | ☐ Hot | ☐ Cold | ☐ Just after starting - malfunctions for a while |
| ☐ Intermittent | ☐ After runs for _____ minutes | ☐ Rough roads or bumps only | |
| ☐ Other (explain below) | | | |

EXPLAIN: _____

CUSTOMER NAME:**PHONE NO.:****REPAIR ORDER NO:****SHOP USE ONLY:**

VIN#:

MILES:

TECHNICIAN:

ADVISOR#:

50B15058

Fig. 9: Electrical, Radio & Tape/CD Player

MANUAL TRANSMISSION - CLUTCH

SYMPTOM - MANUAL GEAR SHIFT

- ☐ Hard to shift ☐ Doesn't shift
☐ Grinds going into _____ gear
☐ Noisy when in _____ gear or neutral _____
☐ Slips/pops out of gear
☐ Noise (describe): _____

☐ Upshift light stays on
☐ Upshift light doesn't light

WHEN DOES IT OCCUR?

- ☐ All the time ☐ Light load
☐ Heavy load

EXPLAIN: _____

SYMPTOM - CLUTCH

- ☐ Hard to push ☐ Fail to release
☐ Noise when pressing pedal down (describe): _____

☐ Slips ☐ Chattering (grabbing)
☐ Odor present ☐ Pedal stays on the floor
☐ Squealing sound

WHEN DOES IT OCCUR?

When Engine Temperature is:

- ☐ Cold ☐ Hot
☐ Accelerating ☐ Decelerating

CUSTOMER NAME:

PHONE NO.:

REPAIR ORDER NO:

SHOP USE ONLY:

VIN#:

MILES:

TECHNICIAN:

ADVISOR#:

50J15056

Fig. 10: Manual Transmission & Clutch

SQUEAK - RATTLE - NOISE CONDITIONS

AREA OF NOISE

- | | | | | |
|--|----------------------------------|--------------------------------------|---------------------------------|-------------------------------------|
| ☐ Engine Compartment | ☐ Left | ☐ Right | ☐ Center | ☐ Don't know |
| ☐ Front Suspension | ☐ Left | ☐ Right | ☐ Center | ☐ Don't know |
| ☐ Rear Suspension | ☐ Left | ☐ Right | ☐ Center | ☐ Don't know |
| ☐ Passenger Compartment | ☐ Left | ☐ Right | ☐ Center | ☐ Don't know |
| ☐ Instrument Panel | ☐ Left | ☐ Right | ☐ Center | ☐ Don't know |
| ☐ Doors | ☐ Left | ☐ Right | ☐ Center | ☐ Don't know |
| ☐ Rear seat area | ☐ Console | ☐ Other _____ | | |

NOISE SOUNDS LIKE

- ☐ Knocks ☐ Hard metal ☐ Light metal ☐ Roars ☐ Ticking ☐ Whine
☐ Squeaks ☐ Rattles ☐ Scraping ☐ Other _____

HOW OFTEN DOES IT OCCUR?

- ☐ Continuous ☐ Often ☐ Intermittent ☐ Just started ☐ Since new

WHEN DOES IT OCCUR?

- ☐ All the time ☐ Speed ☐ RPM ☐ Only moving ☐ On turns ☐ Braking
☐ Hard throttle ☐ Light throttle ☐ Decelerate ☐ Steady speed ☐ Idle in gear ☐ Idle out of gear
☐ Hot days ☐ Cold days ☐ Humid or rainy ☐ Temperature _____
☐ Heavy bumps ☐ Light bumps ☐ Smooth pavement

EXPLAIN: _____

CUSTOMER NAME:

PHONE NO.:

REPAIR ORDER NO:

SHOP USE ONLY:

VIN#:

MILES:

TECHNICIAN:

ADVISOR#:

50F15060

Fig. 11: Squeak, Rattle, & Noise Conditions

WATER LEAK**Leak Occurs When?**

- ☐ Setting level ☐ Any time it rains ☐ While driving in the rain ☐ Car wash only
☐ Back lower than front (facing uphill) ☐ Front lower than back (facing downhill)

Location of Leak (where water appears):

- ☐ LF Door ☐ RF Door ☐ LR Door ☐ RR Door ☐ Windshield ☐ Rear window
☐ LF window ☐ RF window ☐ LR window ☐ RR window ☐ Side door ☐ Sunroof/T-Top
☐ Under instrument panel ☐ Rear door/rear hatch

WINDNOISE:**Location:**

- ☐ LF Door ☐ RF Door ☐ LR Door ☐ RR Door ☐ Windshield ☐ Rear window
☐ LF window ☐ RF window ☐ LR window ☐ RR window ☐ Side door ☐ Sunroof/T-Top
☐ Under instrument panel ☐ Rear door/rear hatch

EXPLAIN: _____

CUSTOMER NAME:**PHONE NO.:****REPAIR ORDER NO:****SHOP USE ONLY:****VIN#:****MILES:****TECHNICIAN:****ADVISOR#:**

50115055

Fig. 12: Water Leak & Wind Noise