

FAULT FINDING INTRODUCTION

Fault finding – Customer complaints

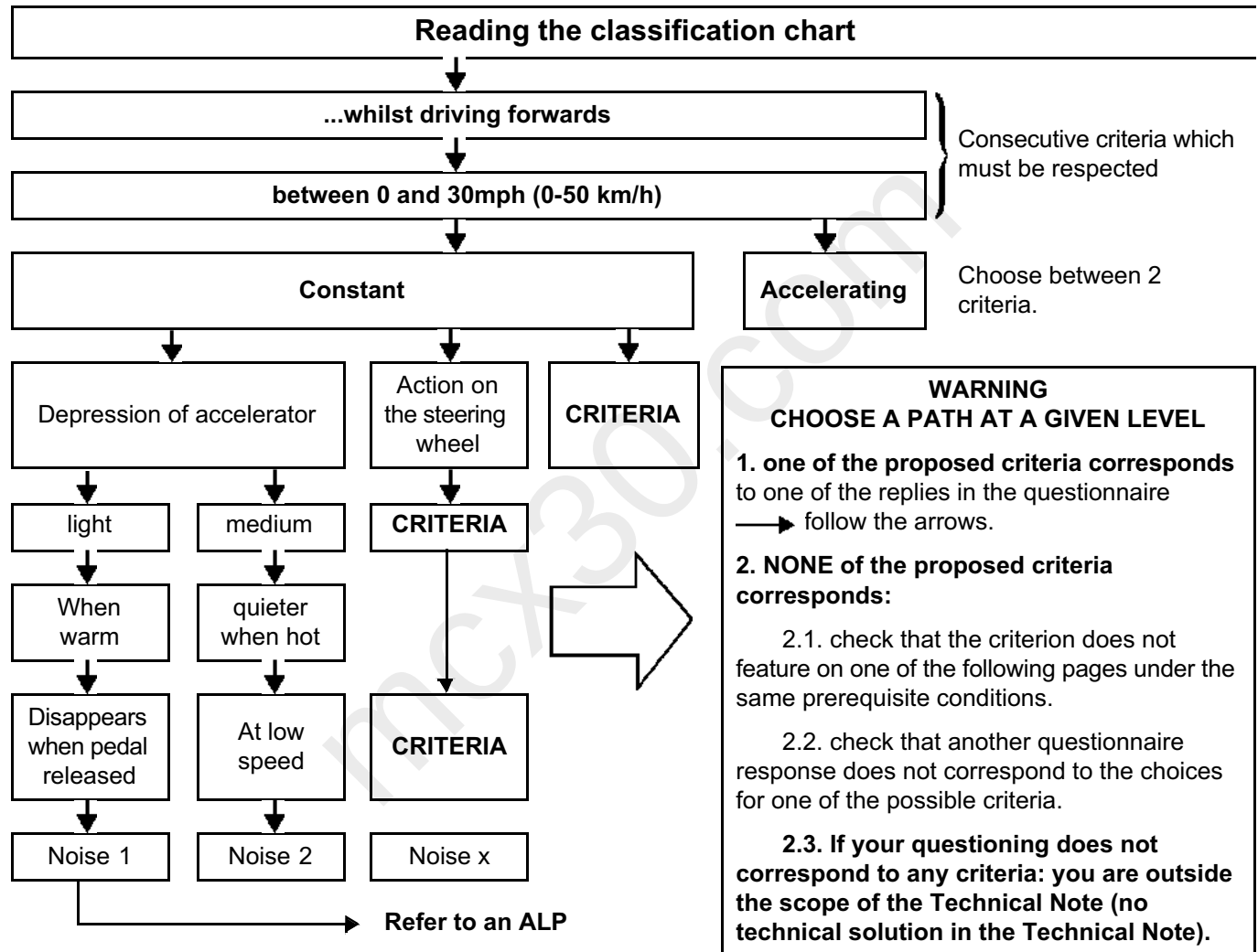
01E

6.2. CAUSE OF NOISE CLASSIFICATION CHART

WARNING

The Customer Complaint Classification Chart is used to identify the cause of a noise which has been detected by the customer. A Classification Chart is selected using a questionnaire which lists the different conditions under which the noise appears.

Only the **most common conditions** under which the noise occurs are listed in the classification chart. It is important to correctly identify with the customer **the main condition** under which the noise appears.



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CONDITIONS UNDER WHICH THE NOISE APPEARS

The noise is detected:

whilst driving forwards between 0 and 30 mph (0-50 km/h) and the noise depends on the road surface	conditions under which the noise appears no. 1
whilst driving forwards between 0 and 30 mph (0-50 km/h) and the noise does not depend on the road surface	conditions under which the noise appears no. 2
whilst driving forwards between 30 and 54 mph (50 and 90 km/h)	conditions under which the noise appears no. 3
whilst driving forwards between 54 and 78 mph (90 and 130 km/h)	conditions under which the noise appears no. 4
whilst driving forwards in a particular engine speed range	conditions under which the noise appears no. 5
whilst driving forwards when the accelerator is depressed in a particular manner	conditions under which the noise appears no. 6
whilst driving forwards when the gear lever is manipulated in a particular manner	conditions under which the noise appears no. 7
whilst driving forwards	conditions under which the noise appears no. 8
Whilst reversing	conditions under which the noise appears no. 9
starting	conditions under which the noise appears no. 10
whilst parking	conditions under which the noise appears no. 11
when stationary, engine running	conditions under which the noise appears no. 12
when stationary, engine may or may not be running	conditions under which the noise appears no. 13
vehicle stationary, engine not running or switching ignition on/off	conditions under which the noise appears no. 14

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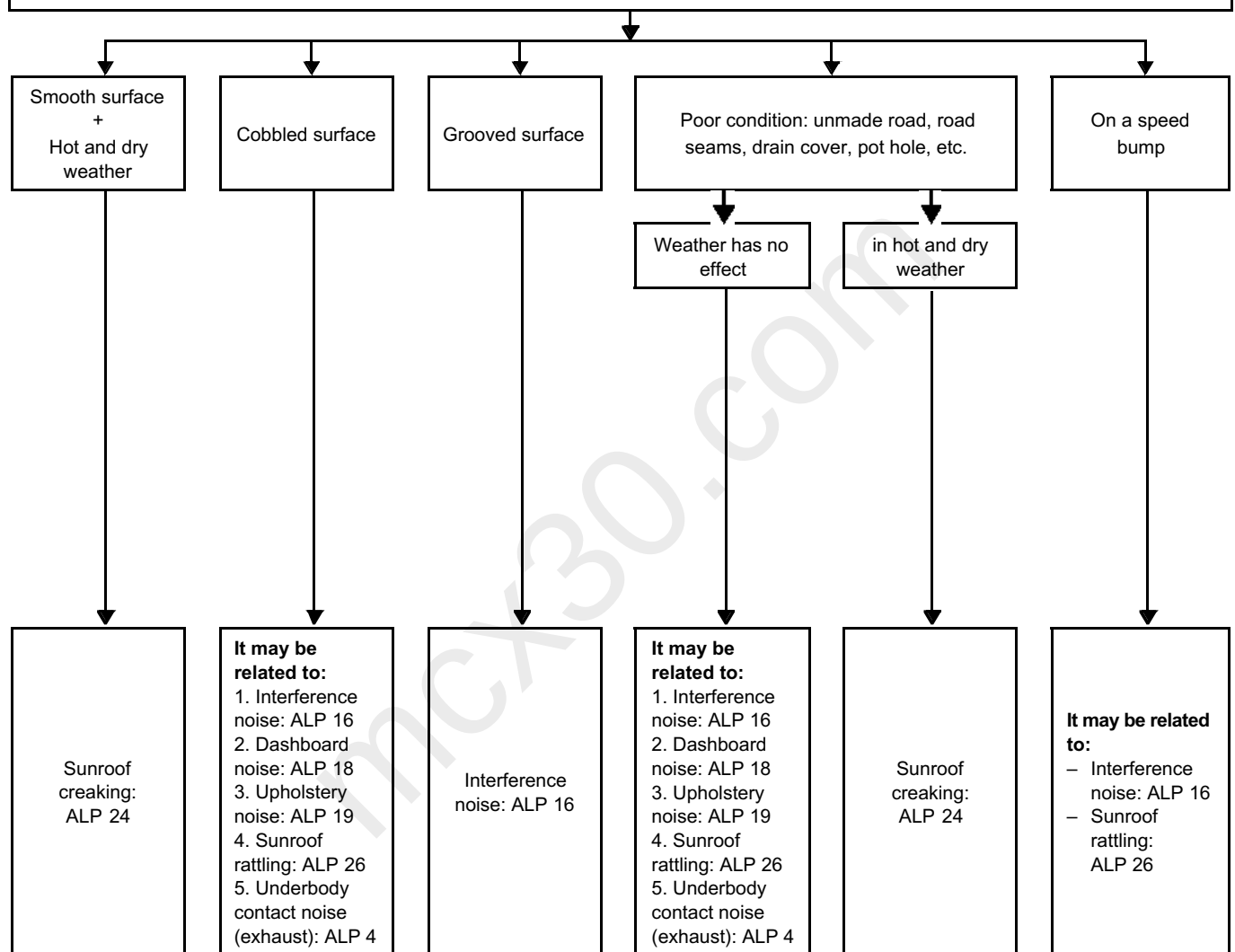
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Conditions under which the noise appears no. 1

The noise is detected...

... whilst driving forwards between 0 and 30 mph (0 and 50 km/h)

and the noise depends on the road surface



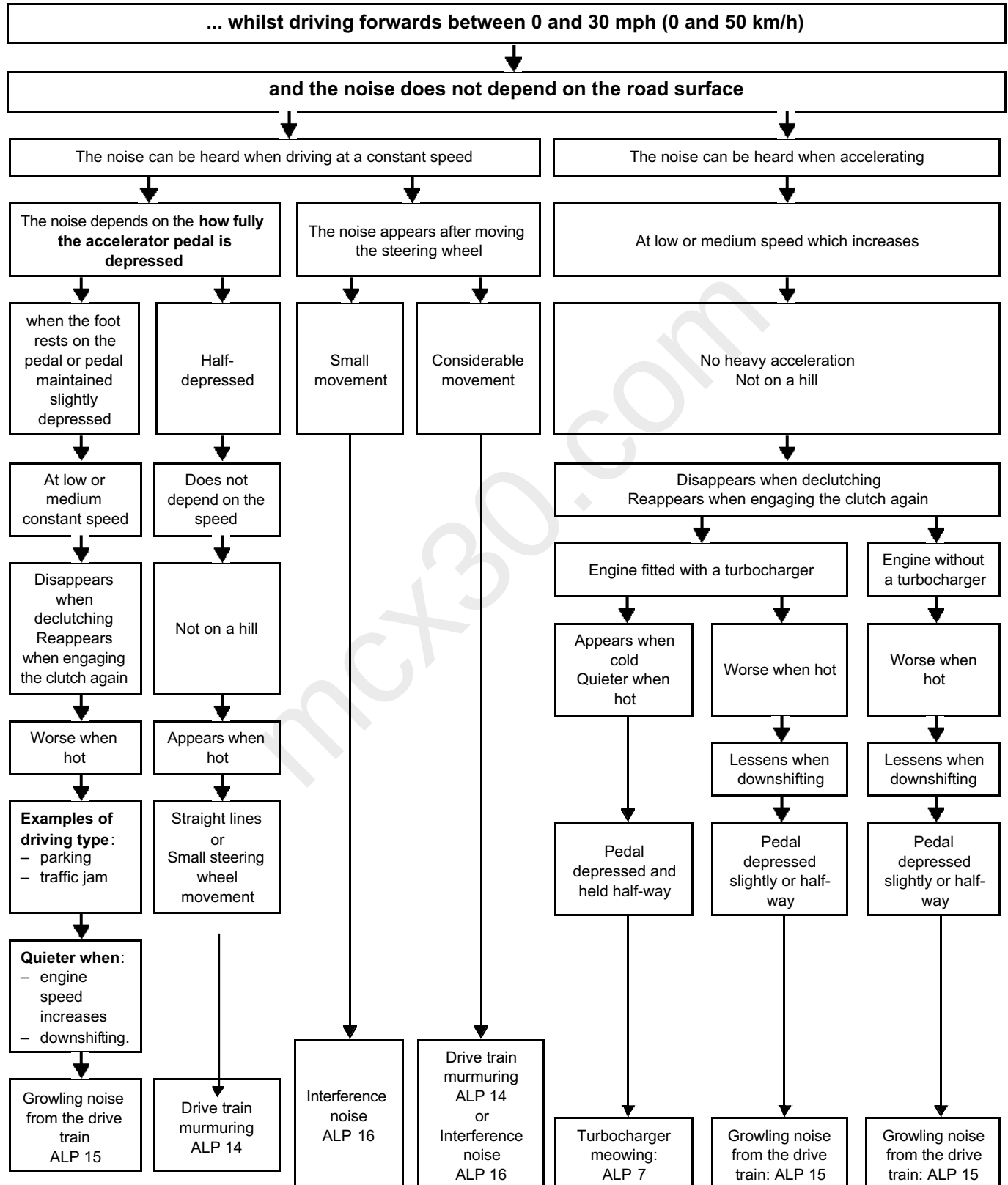
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Conditions under which the noise appears no. 2

The noise is detected...



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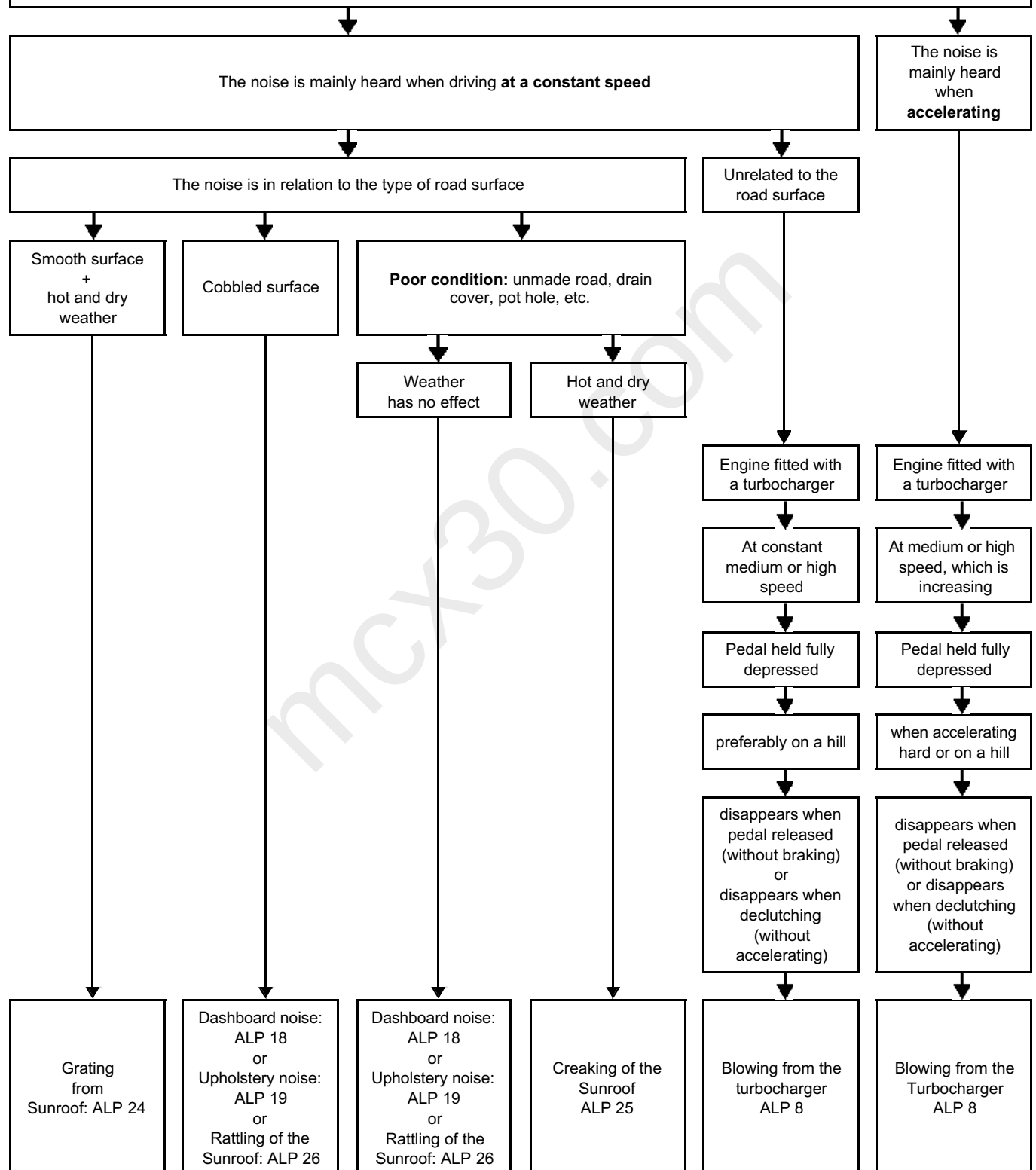
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Conditions under which the noise appears no. 3

The noise is detected...

... whilst driving forwards between 30 and 54 mph (50 and 90 km/h)



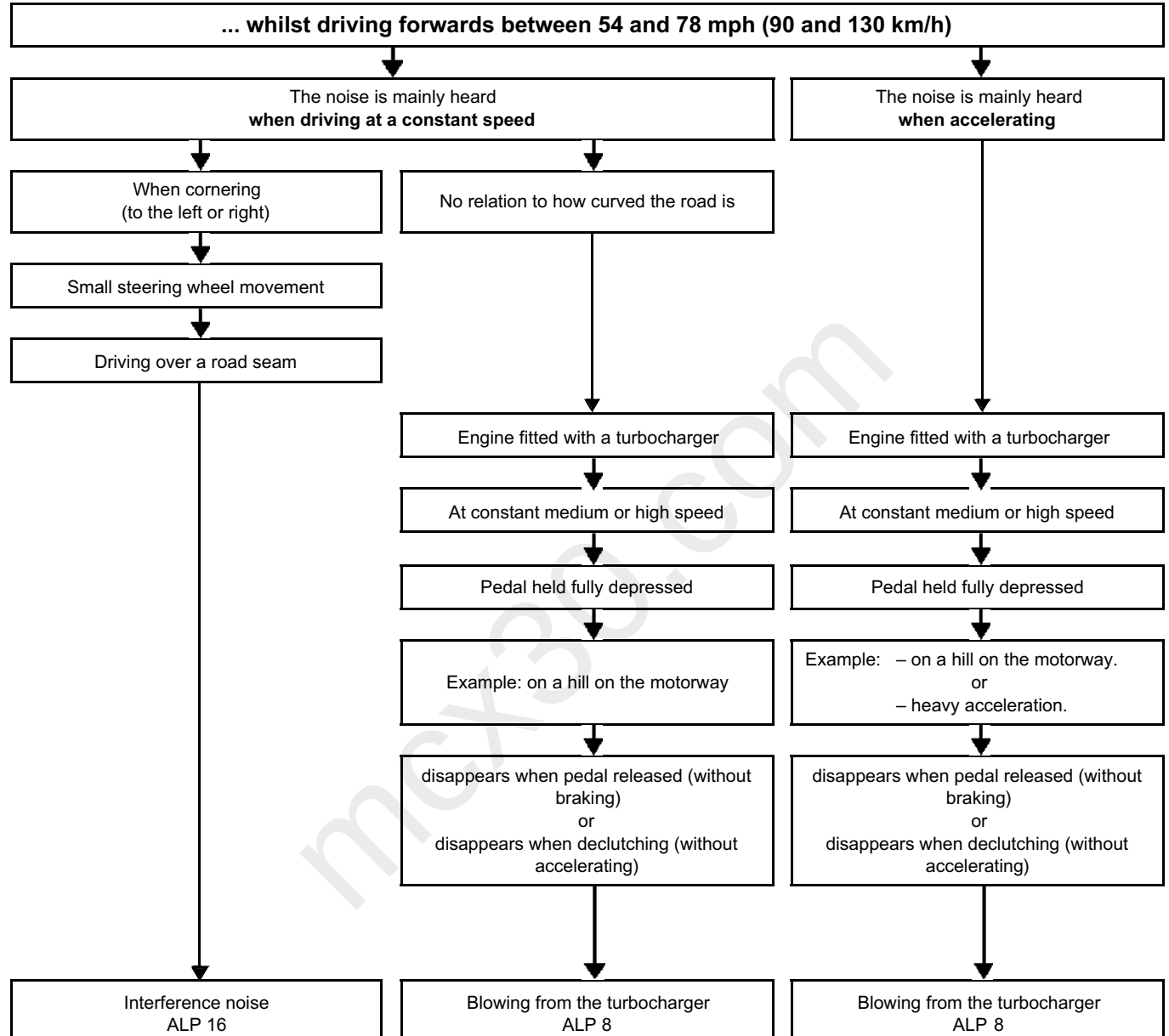
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Conditions under which the noise appears no. 4

The noise is detected...



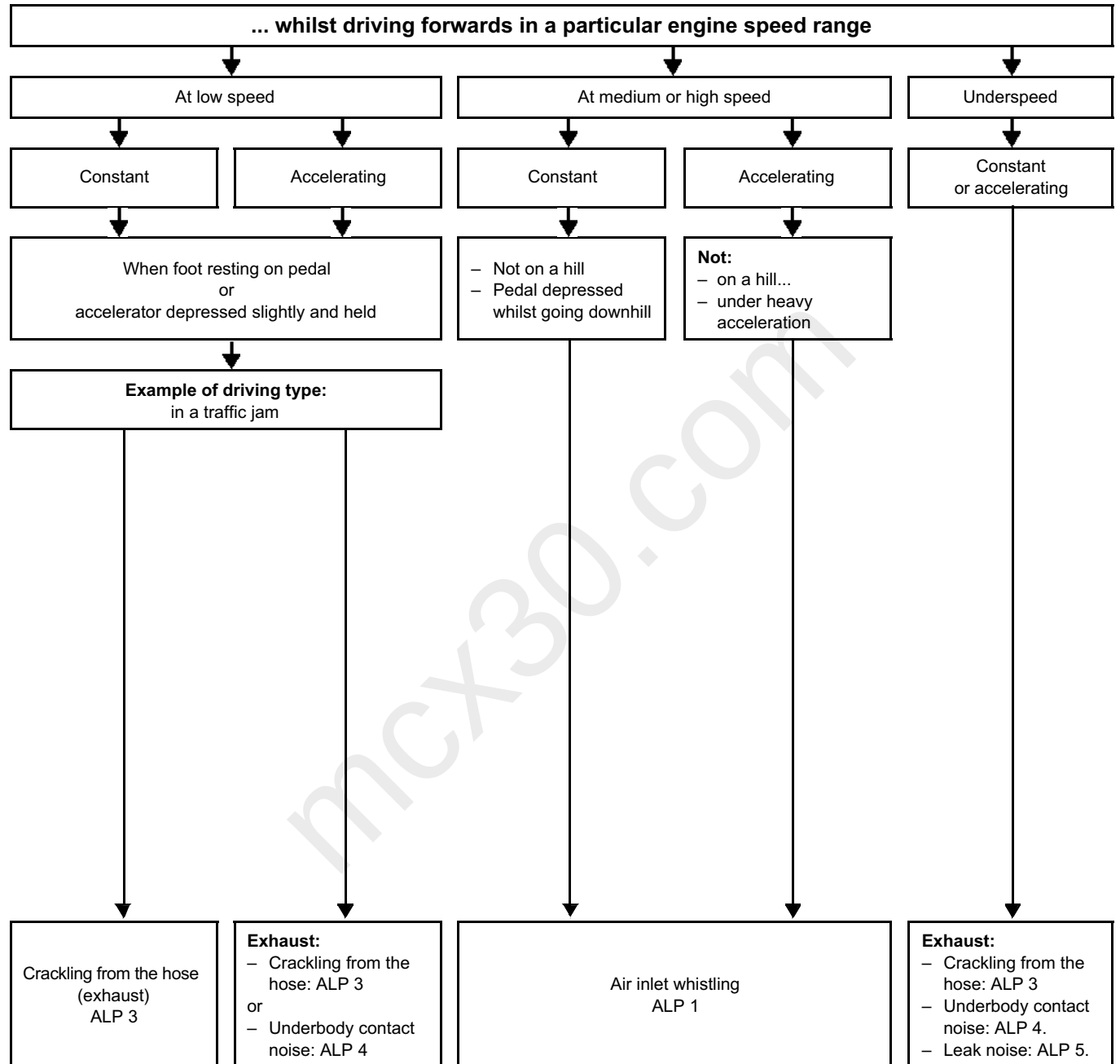
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Conditions under which the noise appears no. 5

The noise is detected...



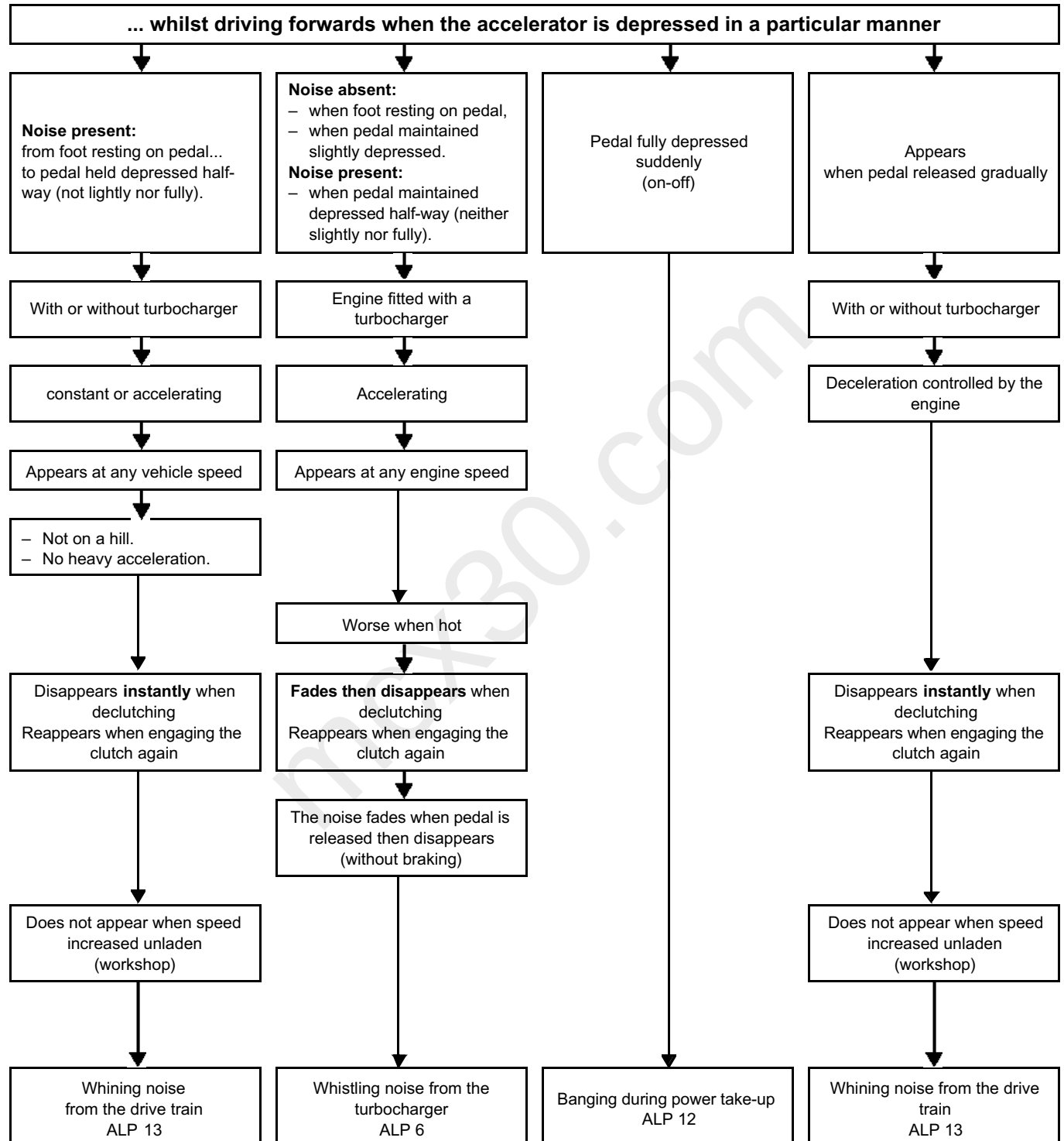
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Conditions under which the noise appears no. 6

The noise is detected...



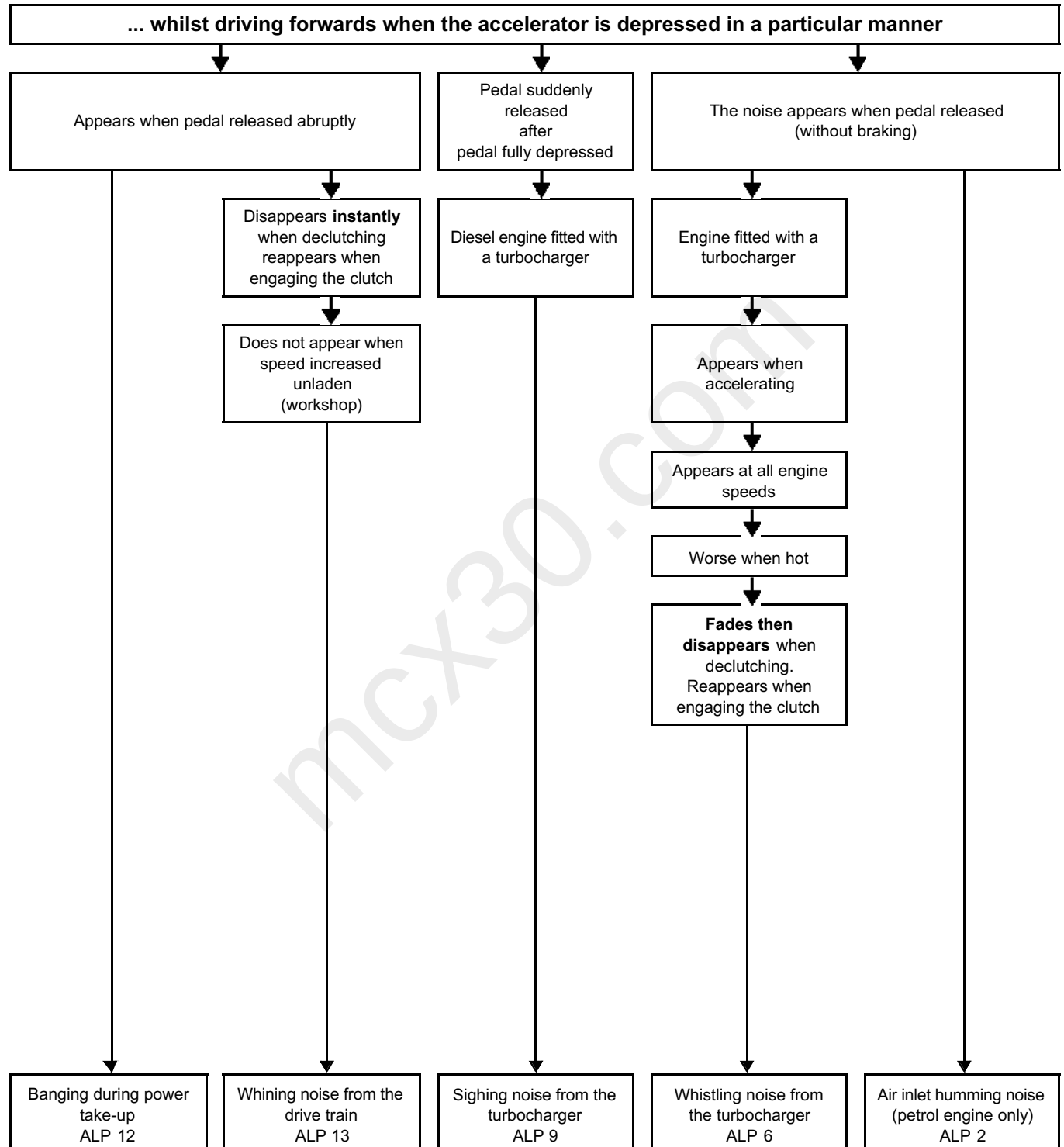
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Conditions under which the noise appears no. 6 (continued)

The noise is detected...



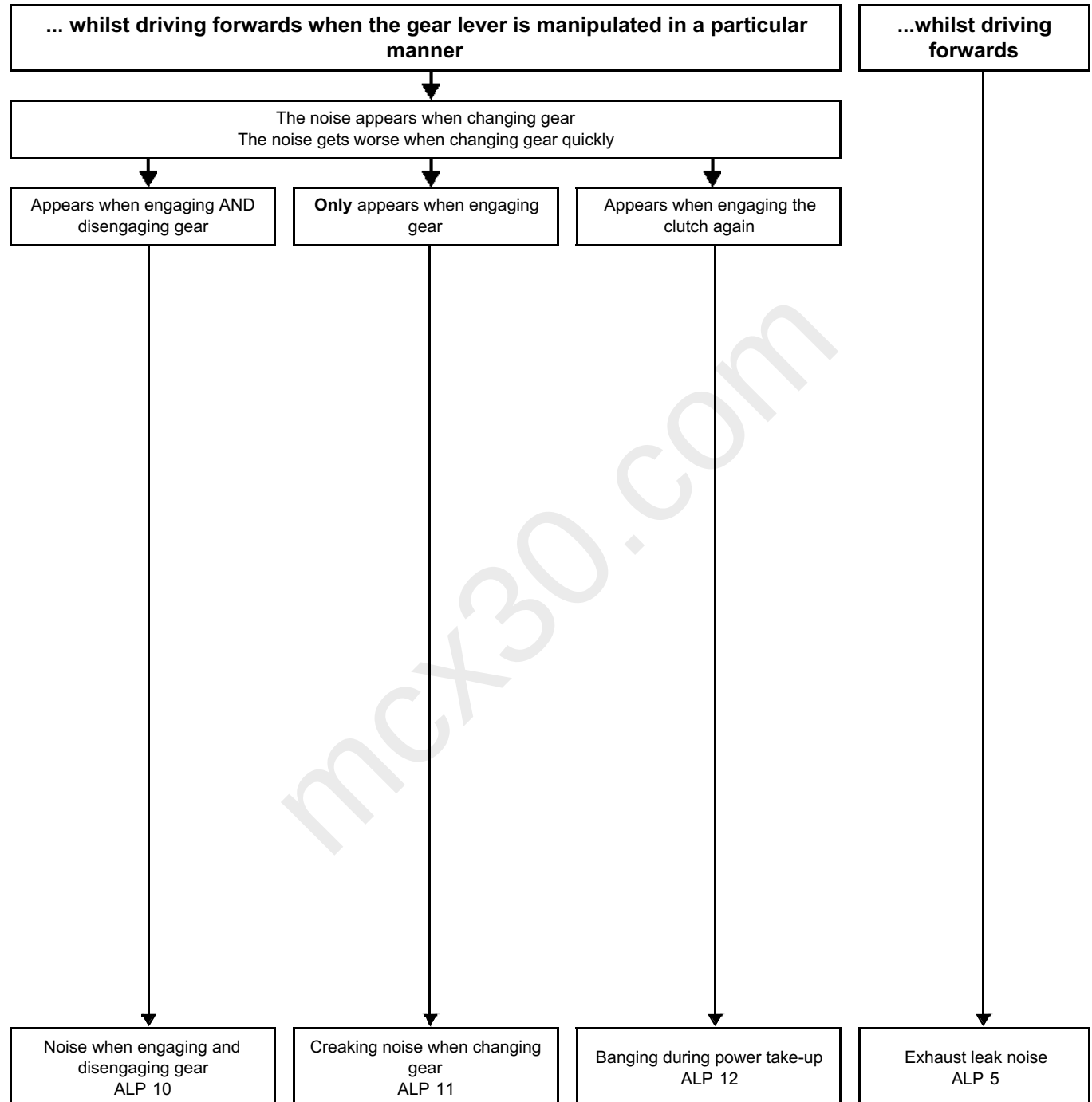
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Conditions under which the noise appears nos. 7 and 8

The noise is detected...



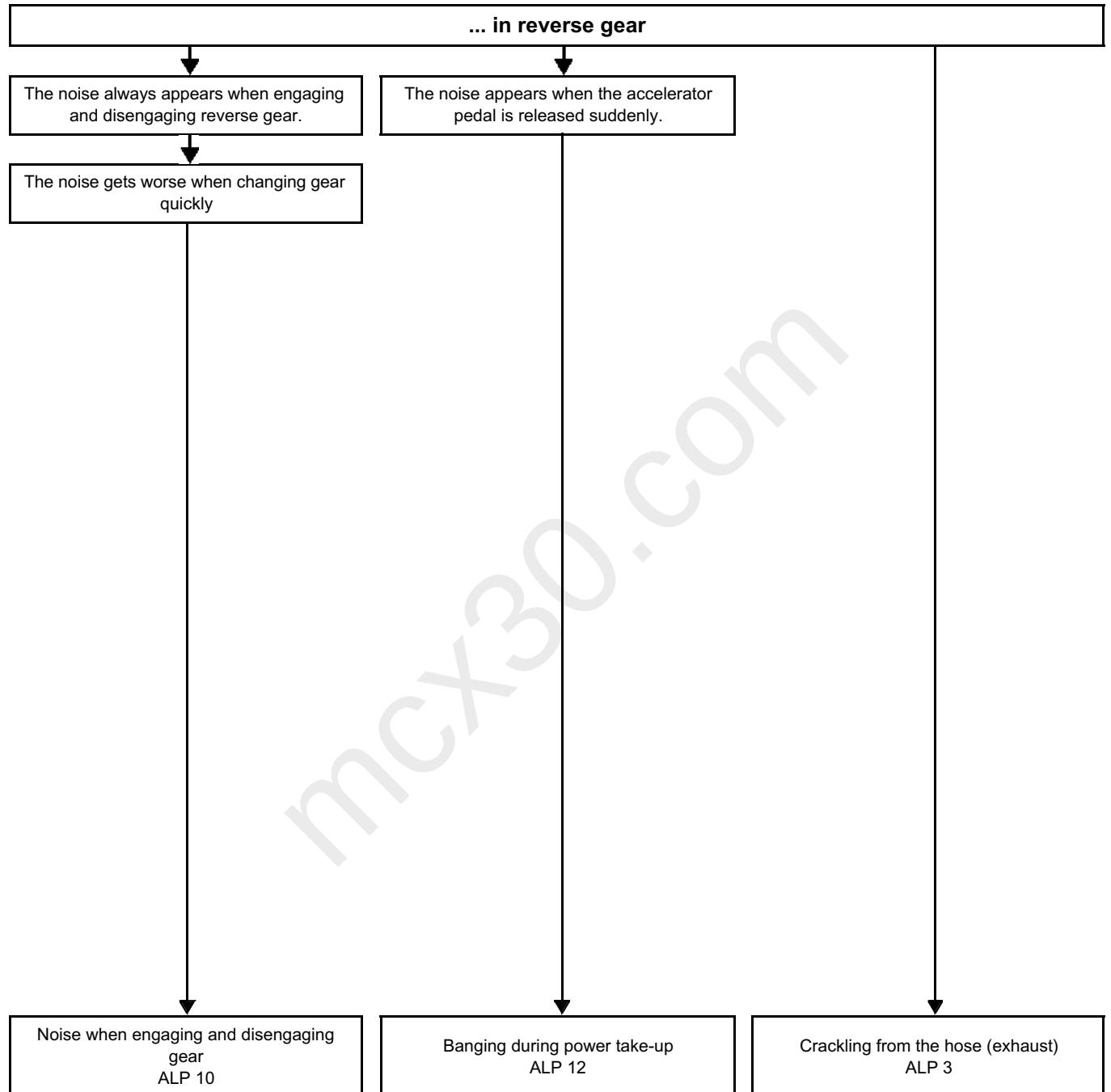
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Conditions under which the noise appears no. 9

The noise is detected...



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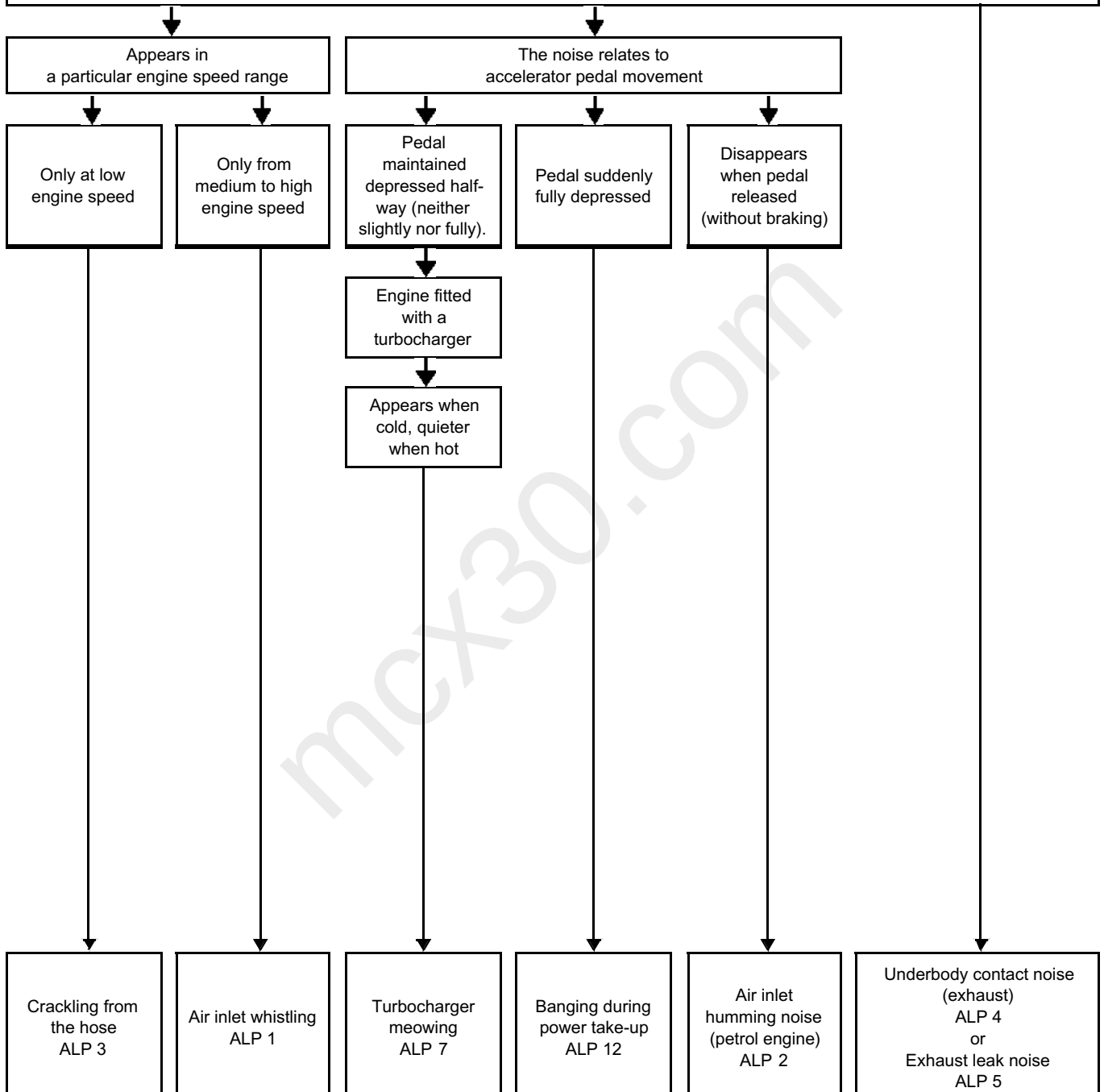
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Conditions under which the noise appears no. 10

The noise is detected...

... when starting (increased engine speed in 1st gear)



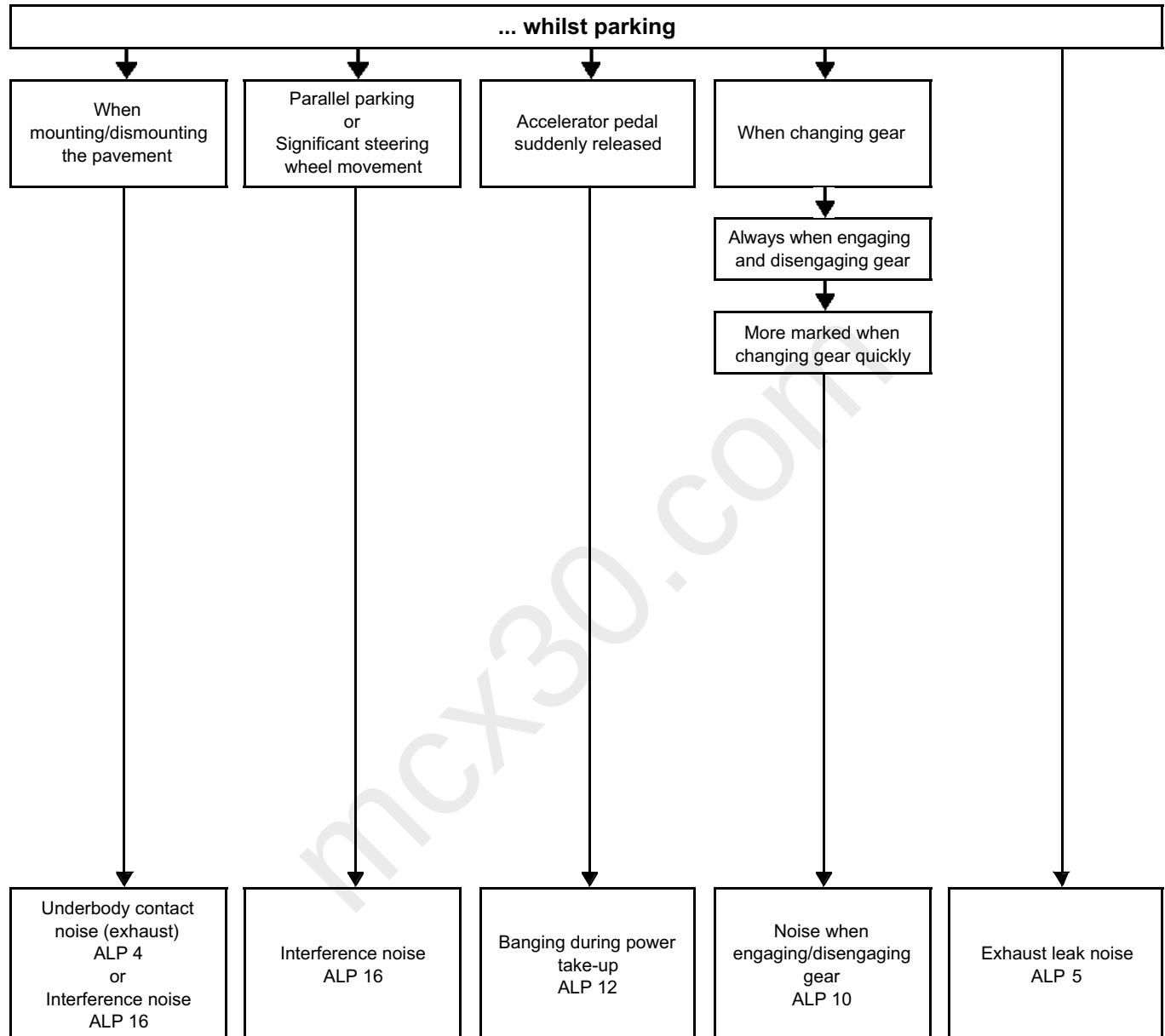
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Conditions under which the noise appears no. 11

The noise is detected...



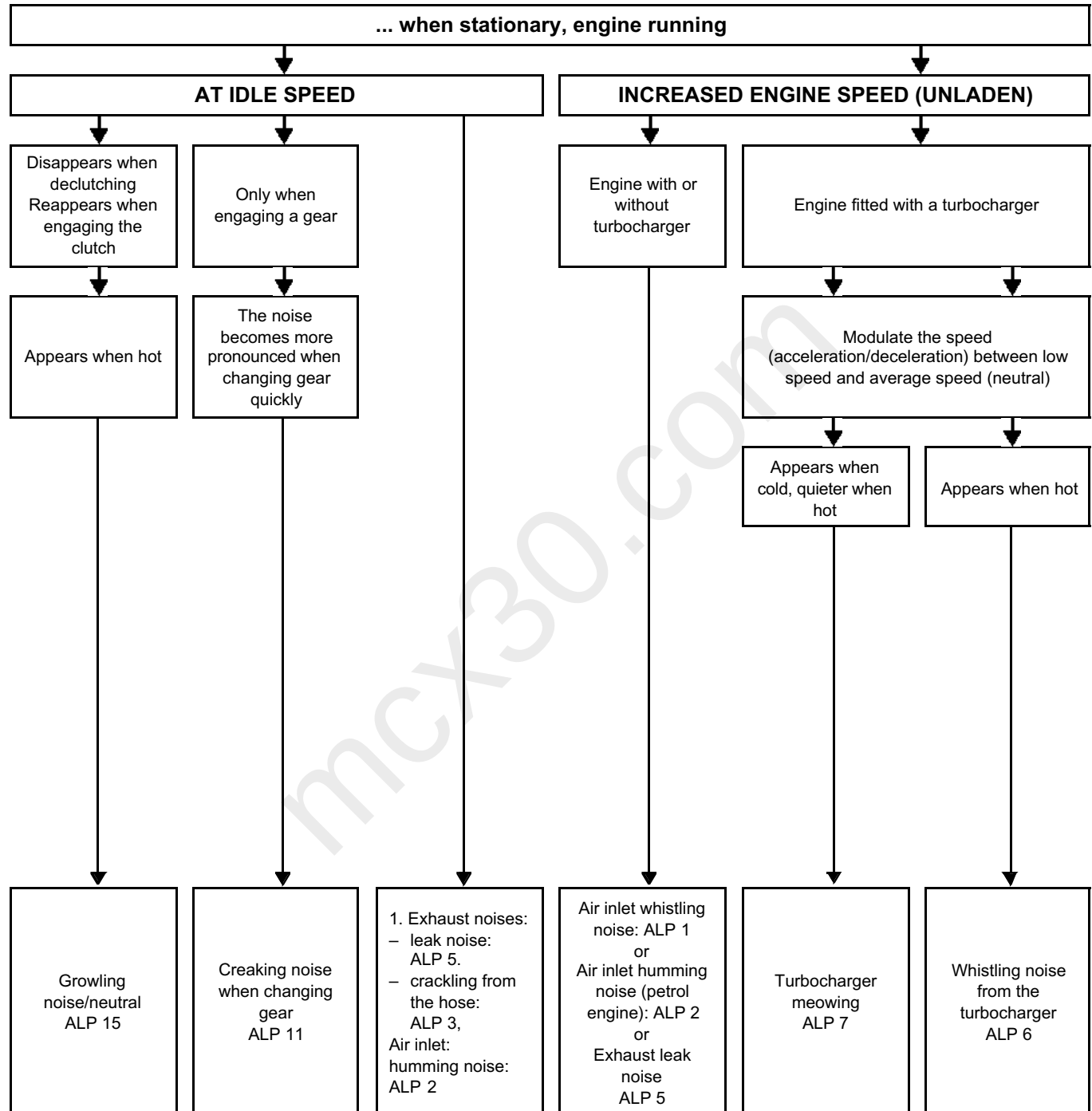
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Conditions under which the noise appears no. 12

The noise is detected...



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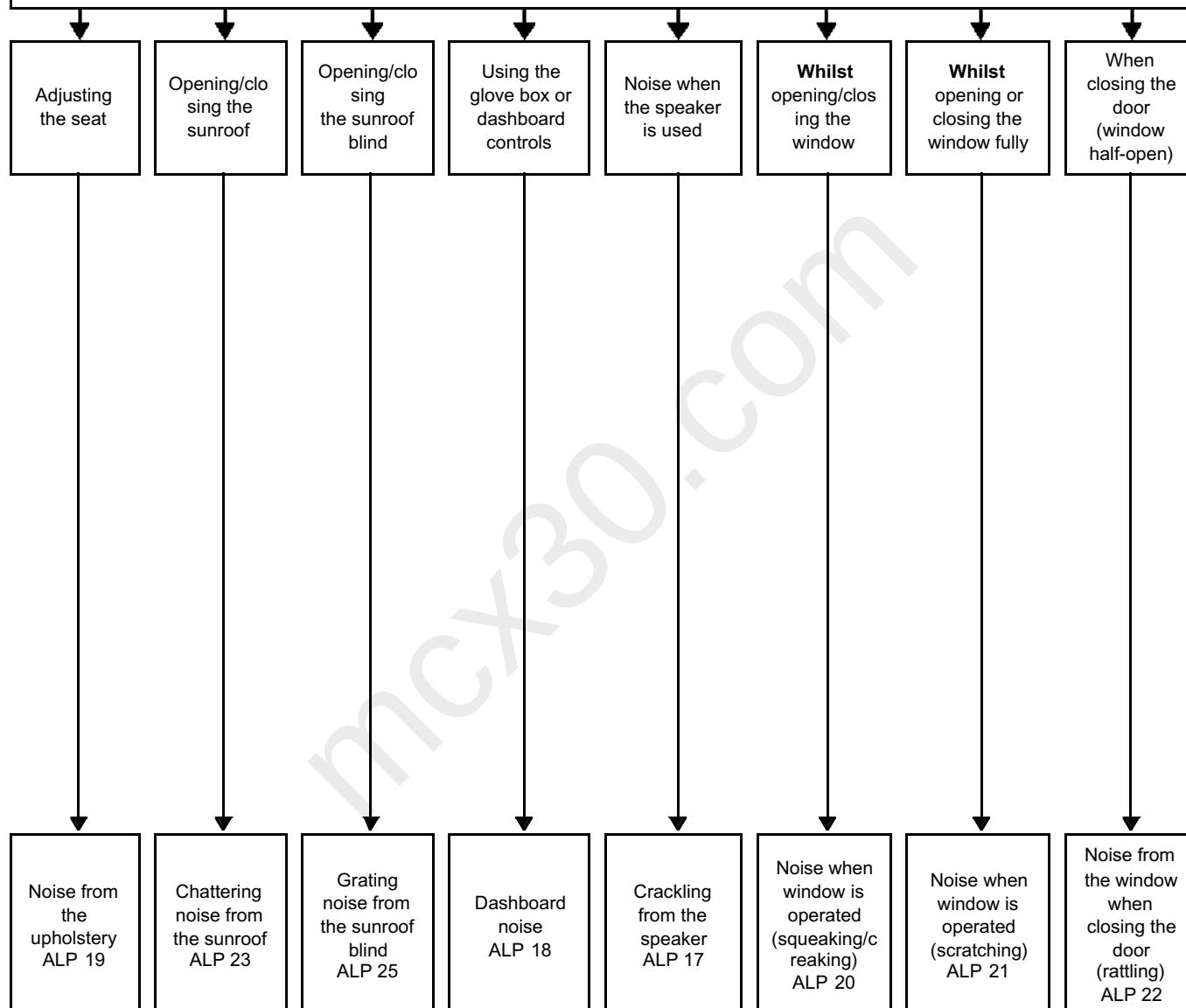
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Conditions under which the noise appears no. 13

The noise is detected...

... when stationary, engine running or not running

After driver's action on a vehicle fitting...



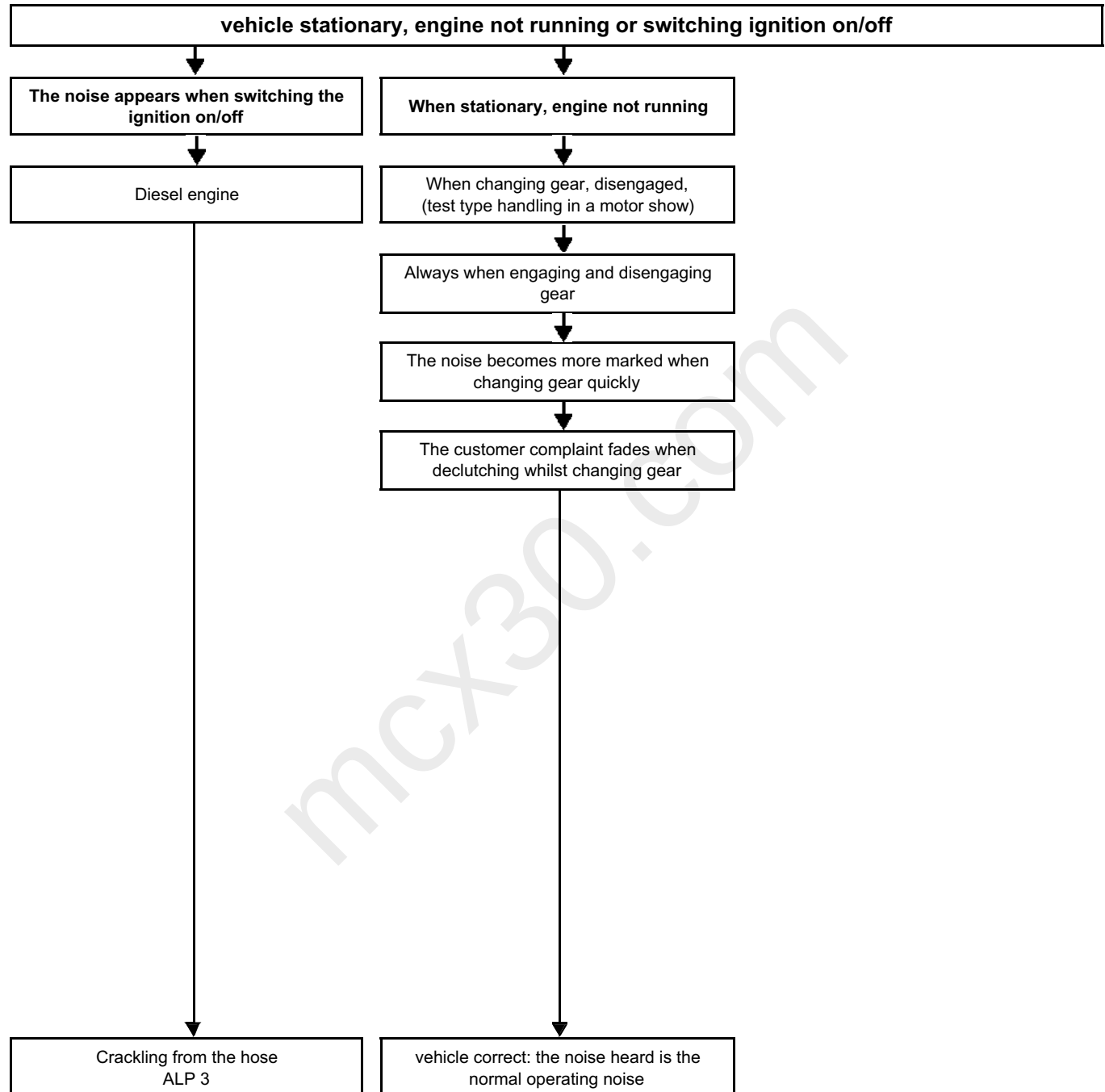
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Conditions under which the noise appears no. 14

The noise is detected...



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AIR INLET WHISTLING NOISES	ALP 1
AIR INLET HUMMING NOISES	ALP 2
CRACKLING NOISES FROM THE CONNECTING HOSE OR BALL JOINT BRACKET (DEPENDING ON VERSION) (EXHAUST)	ALP 3
UNDERBODY CONTACT NOISE (EXHAUST)	ALP 4
EXHAUST LEAK NOISE	ALP 5
WHISTLING NOISE FROM THE TURBOCHARGER	ALP 6
MEOWING NOISE FROM THE TURBOCHARGER	ALP 7
BLOWING NOISE FROM THE TURBOCHARGER	ALP 8
SIGHING NOISE FROM THE TURBOCHARGER (DIESEL ENGINE)	ALP 9
NOISE WHEN ENGAGING/DISENGAGING GEAR	ALP 10
CREAKING NOISE WHEN CHANGING GEAR	ALP 11
BANGING DURING POWER TAKE-UP OR TORQUE INVERSION	ALP 12
WHINING NOISE FROM THE DRIVE TRAIN	ALP 13

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DRIVE TRAIN MURMURING	ALP 14
GROWLING/NOISE FROM NEUTRAL (DRIVE TRAIN)	ALP 15
INTERFERENCE NOISES	ALP 16
CRACKLING FROM THE SPEAKERS	ALP 17
NOISE FROM THE DASHBOARD	ALP 18
NOISE FROM THE UPHOLSTERY	ALP 19
NOISE WHEN WINDOW IS OPERATED (SQUEAKING/CREAKING)	ALP 20
NOISE WHEN WINDOW IS OPERATED (SCRATCHING)	ALP 21
NOISE FROM THE WINDOW WHEN CLOSING THE DOOR (RATTLING)	ALP 22
SUNROOF CHATTERING: JERKY MOVEMENT WHEN OPENING/CLOSING SUNROOF MOBILE PANEL	ALP 23
SUNROOF CREAKING	ALP 24
GRATING NOISE FROM THE SUNBLIND	ALP 25
SUNROOF RATTLING	ALP 26