

Noise, Vibration or Harshness Customer Questionnaire

Customer Name _____

Date _____ Job No _____

Please check all applicable boxes and fully describe the condition that applies to your vehicle

1 THIS IS THE PROBLEM

Vehicle is making a noise

The noise is like:

Bump

Clunk

Rattle

Squeak

Boom

Drone

Whine

Growl

Other, describe _____

The vehicle has a vibration

The vibration sounds like:

Buzz

Rattle

Growl

Resonating

Other, describe _____

The vehicle has a harshness

Buzz

Hum

Growl

Boom

Drone

Other

Describe _____

Spend 1 hr checking problem and confirm vehicle is safe to drive

Spend up to 3 hours tracing fault and reporting findings.

AC On Yes No

Towing Yes No

Windows down Yes No

Is the fault getting worse Yes No

2 IT OCCURS AS FOLLOWS

Heard or felt from _____ area of car

Front

Right

Left

Rear

Right

Left

Inside of car

Outside of car

Under car

It occurs at:

Idle

Light acceleration

Medium Acceleration

Heavy Acceleration

_____ MPH

It happens:

All the time Once a day

Once a week Once a month

The last time was _____

Other, describe _____

The engine was:

Cold

Hot

Normal

The outside temperature was:

Cold

Sunny

Warm

Dry

Hot

Wet

Other, describe _____