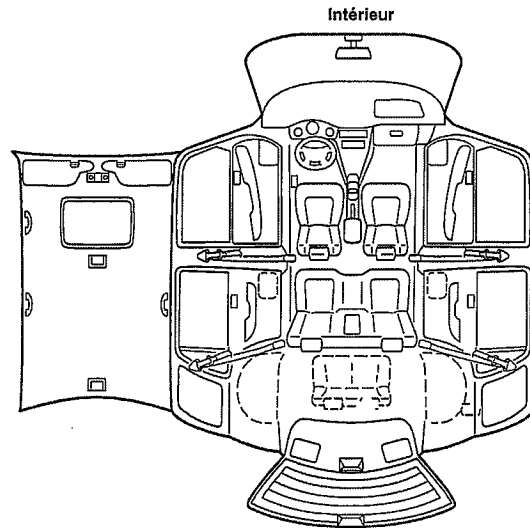
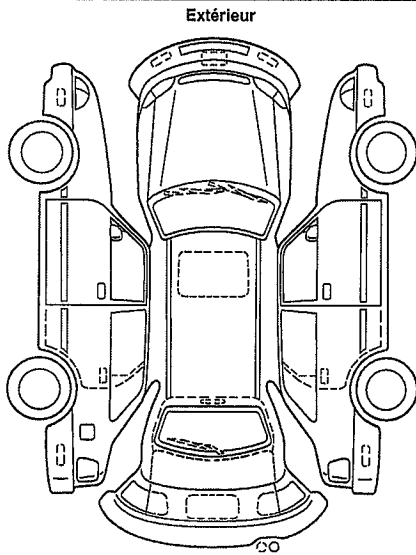


## NOISE QUESTIONNAIRE

*Service Advisors: Talk with the customer about the noise problem, fill out this form completely, and attach it to the repair order.*

Name:	Date:
Repair Order Number:	Advisor:
Has the vehicle ever been serviced for this problem or symptom? Please explain:	
When and where was the vehicle serviced?	
What type of noise is the vehicle making? (Refer to the list on page 2.)	
Where is the noise coming from on the vehicle? (Circle the area on the diagram below or check appropriate box.)	
<input type="checkbox"/> Left front <input type="checkbox"/> Right front <input type="checkbox"/> Left rear <input type="checkbox"/> Right rear <input type="checkbox"/> Other	



When is the noise most noticeable and under what conditions?			
<input type="checkbox"/> Cool or cold temperatures ____° <input type="checkbox"/> Warm or hot temperatures ____° <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> After driving 10 min. or <input type="checkbox"/> All the time	<input type="checkbox"/> Fuel tank empty <input type="checkbox"/> Fuel tank full <input type="checkbox"/> Passenger seat occupied <input type="checkbox"/> Passenger seat empty <input type="checkbox"/> Back seat occupied <input type="checkbox"/> Back seat empty <input type="checkbox"/> Trunk empty <input type="checkbox"/> Trunk full	<input type="checkbox"/> In drive (D) <input type="checkbox"/> In reverse (R) <input type="checkbox"/> At idle <input type="checkbox"/> At slow speeds <input type="checkbox"/> At highway speeds, about ____ km/h <input type="checkbox"/> When accelerating <input type="checkbox"/> When decelerating <input type="checkbox"/> When braking	<input type="checkbox"/> Over large bumps <input type="checkbox"/> Over smooth roads <input type="checkbox"/> Over rough roads <input type="checkbox"/> In cross winds <input type="checkbox"/> Turning right <input type="checkbox"/> Turning left <input type="checkbox"/> Entering/exiting driveways <input type="checkbox"/> Other
Can the noise be duplicated? (See page 2 for a list of descriptions.)			
Are there any other problems or symptoms?			

## HELPFUL NOISE DESCRIPTIONS

( "The noise sounds like..." ):

<b>Banging</b>	<i>Slamming a wooden screen door</i>	<b>Growling</b>	<i>Dog protecting his food</i>
<b>Bonging</b>	<i>Hitting a large gong</i>	<b>Gurgling</b>	<i>Water down a bathtub drain</i>
<b>Booming</b>	<i>Rumble of distant thunder</i>	<b>Hissing</b>	<i>Leaking tire</i>
<b>Buzzing</b>	<i>Electric razor</i>	<b>Hooting</b>	<i>Owl call</i>
<b>Chafing</b>	<i>Rubbing dry hands together</i>	<b>Howling</b>	<i>Wind blowing through a leaky door</i>
<b>Chattering</b>	<i>Windshield wipers across a dry windshield</i>	<b>Humming</b>	<i>High-voltage transformer</i>
<b>Chirping</b>	<i>Bird or cricket call</i>	<b>Jingling</b>	<i>Keys hitting each other</i>
<b>Clacking</b>	<i>Railroad car wheels rolling on a track</i>	<b>Knocking</b>	<i>Knuckles rapping on a wooden door</i>
<b>Clanging</b>	<i>Dinner bell or cow bell</i>	<b>Moaning</b>	<i>Blowing across the top of an empty bottle</i>
<b>Clanking</b>	<i>Wrench dropped on concrete</i>	<b>Oil canning</b>	<i>Flexing a metal gas can or bending a saw blade</i>
<b>Clapping</b>	<i>Hands clapping</i>	<b>Pattering</b>	<i>Rain drops hitting a window pane</i>
<b>Clashing</b>	<i>Cymbals hitting together</i>	<b>Pinging</b>	<i>Pebbles rolling around in a tin can</i>
<b>Clattering</b>	<i>Falling bowling pins</i>	<b>Popping</b>	<i>A cork coming out of a champagne bottle</i>
<b>Clicking</b>	<i>Extending and retracting a ballpoint pen</i>	<b>Pounding</b>	<i>Hitting your fist on a desktop</i>
<b>Clinking</b>	<i>Empty bottles hitting each other</i>	<b>Rapping</b>	<i>Judge using a gavel</i>
<b>Clunking</b>	<i>Slamming a heavy wooden door</i>	<b>Roaring</b>	<i>Speeding 4x4 truck with off-road tires</i>
<b>Cracking</b>	<i>Ice cubes breaking when dropped in water</i>	<b>Rumbling</b>	<i>Bowling ball rolling down an alley</i>
<b>Crackling</b>	<i>Wood burning in a fireplace</i>	<b>Scratching</b>	<i>Rubbing two pieces of paper together</i>
<b>Creaking</b>	<i>Opening a door with rusty hinges</i>	<b>Screeching</b>	<i>Fingernails going across a chalkboard</i>
<b>Croaking</b>	<i>Frog call</i>	<b>Slapping</b>	<i>Dribbling a basketball on a hardwood floor</i>
<b>Crunching</b>	<i>Walking on dry snow</i>	<b>Squealing</b>	<i>Skidding tires or a loose fan belt</i>
<b>Droning</b>	<i>Distant propeller-driven airplane</i>	<b>Ticking</b>	<i>Tapping a pencil point on a desk</i>
<b>Drumming</b>	<i>Nervous fingers tapping on a desk</i>	<b>Whining</b>	<i>Distant siren</i>
<b>Fluttering</b>	<i>Flag flapping in the wind</i>	<b>Whistling</b>	<i>Steam coming out of a tea kettle</i>
<b>Grating</b>	<i>Shovel raking over pavement</i>	<b>Zapping</b>	<i>An electrical shock</i>
<b>Grinding</b>	<i>Sharpening a tool on a grinding wheel</i>		
<b>Groaning</b>	<i>Twisting wooden beam on a ship</i>		