



Noise and Physical Sensations Client Concern Questionnaire

Customer Name:		Date:	
Repair Order #:		License #:	
Service Advisor:		VIN #:	

Tell us what you are hearing...

Here is a list of unusual noises your vehicle might be making. Make a check mark in the all the boxes that apply. With your help we can quickly and accurately perform inspections and tests to accurately identify what your concerns are.

- Boom** – sound like a drum roll or a distant thunderclap.
- Buzz** – low-pitched sound, like a bee or another insect
- Chatter** – Rapidly repeating metallic sound – teeth chattering
- Chirp** – high-pitched, rapidly repeating sound, like a bird
- Click** – a light sound, like a ball point pen being clicked
- Clunk** – heavy sound, like a hammer hitting a hard piece of wood or a piece of metal
- Grind** – abrasive sound, like grinding stone
- Hiss** – sounds like air escaping a balloon
- Hum** – like a wire humming in the wind
- Knock** – like a knock at the door
- Rattle** – like marbles rolling around in a tin can
- Roar** – Deep prolonged sound like high winds or ocean waves
- Rumble** – low, heavy continuous sound, like thunder
- Squeak** – sounds like rubbing a clean window
- Squeal** – sounds like fingernails being dragged on a chalkboard
- Tap** – sounds like tapping your fingernails on a hard surface
- Whine** – high pitched sound like a drill, think dentist drill
- Whistle** – sharp shrill sound like someone calling his or her dog
- Backfire** – like a gunshot
- Shaking** – moves me side to side or front to back repeatedly
- Vibration** – like sitting in a massage chair
- Other** _____

And when you hear it....

Type of noise from list

What speed were you driving when it occurred?

What was the weather like? (e.g. heavy rain)

Was it first thing in the morning? **Yes No**

Does your vehicle make the noise when...?

(Circle one per line)

- Turning in either direction while moving? **Yes No**
- If yes, turning the steering wheel to the
Left Right Both
- Were you applying the brakes? **Yes No**
- Were you accelerating? **Yes No**
- If yes was it? Normal Hard Both
- Air conditioning was – **On Off**
- Heat was - **On Off**
- The vehicle is parked with engine idling? **Yes No**
- The vehicle is at a stop or parked and you are turning the steering wheel to the
Left Right Both
- Driving - **Forwards Backwards**
- With passengers or a heavy load? **Yes No**

Client Signature: _____