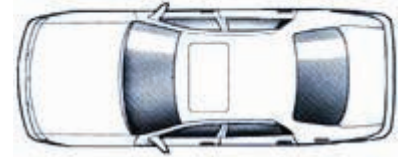


We're ready to help. And we can do a better job in less time if you can tell us as much as possible about what's happening. Just check off any of the appropriate boxes below, and add any relevant comments in the fields provided. You can use the glossary of Vehicle Sounds and vehicle diagram to help you describe noises and pinpoint their sources.

When you're finished, simply print out the form and bring it in to your Auto Resource Center Service Advisor. Thank you for giving us the opportunity to ensure that you and your vehicle receive the high quality of service you deserve.



Hearing an unusual sound? After you print this form, draw an 'X' where the noise seems to be located.

Engine

- | | |
|---|--|
| <input type="checkbox"/> Does not start | <input type="checkbox"/> Knocks or pings |
| <input type="checkbox"/> Stalls when decelerating | <input type="checkbox"/> Hesitates |
| <input type="checkbox"/> Does not turn over | <input type="checkbox"/> Backfires |
| <input type="checkbox"/> Idle speed is too high | <input type="checkbox"/> Noticeably poor gas mileage |
| <input type="checkbox"/> Difficulty turning over | <input type="checkbox"/> Unsteady Idle |
| <input type="checkbox"/> Surges on acceleration | <input type="checkbox"/> Stalls when starting |

Noise & Vibration

- Noise Vibration Both
- | | |
|--|---|
| <input type="checkbox"/> When braking | <input type="checkbox"/> During normal acceleration |
| <input type="checkbox"/> When accelerating | <input type="checkbox"/> During normal deceleration |
| <input type="checkbox"/> When decelerating | <input type="checkbox"/> When engine is running and vehicle is moving |
| <input type="checkbox"/> When in reverse | <input type="checkbox"/> When engine is running and vehicle is not moving |
| <input type="checkbox"/> When turning | |
- At what speed to you feel the vibration

Transmission

- | | |
|--|--|
| <input type="checkbox"/> Difficult to shift, does not shift properly when cold | <input type="checkbox"/> Shifts harshly |
| <input type="checkbox"/> Shifts prematurely or slowly | <input type="checkbox"/> Does not downshift |
| <input type="checkbox"/> Slippage | <input type="checkbox"/> Will not shift at all |
| <input type="checkbox"/> Does not upshift | <input type="checkbox"/> Makes unusual noises when shifting or in gear |

Brakes

- | | | | |
|---|--------------------------------------|-------------------------------|--|
| <input type="checkbox"/> Front brakes | <input type="checkbox"/> Rear brakes | <input type="checkbox"/> Both | <input type="checkbox"/> Unable to determine |
| <input type="checkbox"/> Brake pedal must be pumped continuously for vehicle to stop | Brakes make the following sounds: | | |
| <input type="checkbox"/> Brake pedal must be depressed fully for vehicle to stop at any speed | <input type="checkbox"/> Squeaking | | |
| <input type="checkbox"/> Vehicle pulls to one side when braking | <input type="checkbox"/> Grinding | | |
| <input type="checkbox"/> Steering wheel shake when braking | <input type="checkbox"/> Squealing | | |
| <input type="checkbox"/> Vehicle shake when braking | <input type="checkbox"/> Rattling | | |

Vehicle Sounds

The following noises may help you in detailing your vehicle's condition to your service advisor.

- Booming** - rhythmic sound like a drum roll or distant thunder.
Buzzing - low pitched vibration, similar to that of a bee
Chattering - a clicking metallic noise that repeats rapidly
Chirping - high pitched noise similar to a bird.
Clicking - rhythmic tapping sound similar to that of a ballpoint pen.
Clunking - a dull thumping, like something being dropped.
Grinding - a loud abrasive, metallic noise, often high pitched.
Growling - low noise like that of an animal.
Humming - continuous noise which may be somewhat melodious.
Knocking - a banging noise with two objects hitting (heavy vs. light) one another.
Rattling - shaking sound, as if something is loose.
Rumbling - a low, gurgling noise.
Squeaking - high pitched metallic sound, often continuous.
Squealing - high pitched whine as if something is tearing.
Tapping - light hammering noise that can be rhythmic or intermittent.
Thud - low pitched metallic thumping.
Thumping - a loud, banging sound.
Whining - a high pitched buzzing sound.

Front End Alignment/Steering & Handling

- Vehicle shakes when in operation
- Vehicle vibrates when in operation
- Vehicle ride is rough and uneven
- Excessive steering required for vehicle to stay on course
- Steering wheel feels "tight" when making turns/
- Steering wheel feels "loose" when making turns

Please describe in detail any previously checked item, or add other items not listed.

Body & Paint

Repair required:

- Body work
- Panel Alignment
- Paint work
- Air leaks

Water Leaks, on:

- Hood
- Right fender
- Door panel
- Roof
- Right quarter panel
- Trunk
- Left fender
- Grille
- Left quarter Panel

Heating & Cooling

- Air conditioner does not have any cooling effect
- Air conditioner not cold enough
- Air conditioner takes an abnormal amount of time to cool interior
- Heater does not have any heating effect
- Heater does not have proper heating effect
- Heater takes an abnormal amount of time to function
- Air flow does not function properly
- Temperature fluctuates greatly

Air flow does not function through the following vents:

- Center Driver side Passenger side
- Floor Defroster

Difficulties with air intake: Recirculating air Outside air

- System makes unusual noises or vibrations
- Odor or smell from vents

Priority Service

Of the service items listed, please indicate order of importance:

1.

2.

3.

4.

5.

Electrical

Lights

- Front
- Reverse
- Taillights
- Left turn signal
- Hazard
- Right turn signal
- Glove box
- Interior dome
- Lighter

Power Windows

- Front driver side
- Front passenger side
- Rear left
- Rear right

Sound System

- AM/FM stereo cassette
- AM/FM stereo
- Compact disc player
- Front speakers
- Rear speakers

- Windshield wipers
- Windshield wiper spray
- Driver's seat adjustment
- Rear defroster
- Power locks
- Rearview mirrors
- Security system