* SYMPTOM CHECK LIST *

1992 Subaru SVX

SYMPTOM CHECK LIST WORKSHEETS

* PLEASE READ THIS FIRST *

NOTE: This article is intended for general information purposes only. It does not apply specifically to one make or model.

PURPOSE

Why Use the Symptom Check List Worksheets? One of the most difficult and critical lines of communication is between the service customer and the technician. The clearer the technician understands the customer's concerns, the more likely the problem will be "fixed right the first time".

The Symptom Check List Worksheets in this article are designed to improve this communication. When used consistently, they can be helpful in reducing shop comebacks, increasing technician productivity, and producing satisfied customers. They also provide other benefits:

- Reduce "No Trouble Found" problems
- Increase customer involvement
 Customer perceive that "they really care and listen"
- Save time during peak write-up periods
- * Reduce recontacting customers for additional information
- * Improve night drop information
- * Insure all the right questions are asked at write-up

Making the Worksheets a Part of Your Normal Routine The following information contains ideas that may be helpful in forming habits that promote daily use of the Symptom Check Lists:

- * HAVE THE SERVICE ADVISER FILL OUT THE FORM(S) WITH THE CUSTOMER WHENEVER POSSIBLE.
- * Place them in your night drop for the customer to fill out, along with an instruction sheet to help them understand what to do.
- Hand out the worksheets to customers while they wait in line during the peak morning rush and ask them to $\bar{\text{fill}}$ it out. It will save time for all concerned and improve the quality of information received from the customer.
- Make sure it is attached to the hard copy when it goes to the technician.
- Place a copy with the final repair papers and review it with the customer at delivery.
- Put a new worksheet in the glovebox of all departing customers.
- Require that you personally see a copy of all worksheets filled out for shop comebacks.
- * Hold a shop meeting to get employee buy-in and their ideas on how to make it effective in your shop.

There are many other ways to utilize the concept, but as with every other idea, successful implementation depends on employee involvement and buy-in.

SYMPTOM CHECK LIST WORKSHEETS

CONDENSED VERSION - ALL ON ONE PAGE

NOTE: Have the service adviser fill out this form with the customer whenever possible.

DRIVEABILITY WORKSHEET { To Be Filled Out By Vehicle Owner }						
Name:	Date: Make:					
Model:	Year: Engine: Mileage:					
FA	ULT CHARACTERISTICS - SYMPTOMS - DESCRIPTION OF PROBLEM (Please Check All That Apply In All Categories)					
Starting Problems	☐ Will Not Crank ☐ Cranks, But Won't Start ☐ Starts, But Takes A Long Time					
Engine Quits/ Running Problems	Quits: ☐ Right After Starting ☐ When Put Into Gear ☐ Right After Vehicle Comes To A Stop ☐ During Steady Speed Driving ☐ While Idling ☐ During Acceleration ☐ When Parking					
Poor Idling Conditions	Idle Speed: Is Too Slow At All Times Is Too Slow With A/C On Is Too Fast Is Rough Or Uneven Fluctuates Up and Down					
Poor Running Conditions	☐ Runs Rough ☐ Lacks Power ☐ Hesitates Or Stumbles On Acceleration ☐ Bucks and Jerks ☐ Engine Knocks, Pings, Rattles ☐ Backfires ☐ Poor Fuel Economy ☐ Misfires or Cuts Out ☐ Surges and/or Chuggles ☐ Dieseling or Run-On ☐ Engine Light Always On ☐ Engine Light On Sometimes ☐ Fuel, Gas, or Sulfur Smell					
Auto. Transmission Problems	☐ Improper Shifting (early/late) ☐ Changes Gear Randomly On Its Own ☐ Vehicle Does Not Move When In Gear					
Poor Handling	Pulls To One Side Hard Steering Vehicle Shakes and/or Vibrates While Moving					
Noise Problems	Explain:					
Odor Problems	Explain:					
Problem Frequency	☐ Always ☐ Often ☐ Occasionally					
Usually Occurs	☐ Morning ☐ Afternoon ☐ Anytime					
Engine Temp.	Cold Warm Hot					
Vehicle Speed	□ Low □ Cruising □ High					
Driving Conditions During Occurrence	Short - Less Than 2 Miles					
Driving Habits	Drive Hard Before Engine Is Warmed Allow Engine To Warm Mostly City Driving Highway Park Vehicle Inside Outside Drive Per Day: Less Than 10 Miles 10-50 More Than 50 Fuel Octane: 87 89 91 More Than 91 Brand: Propane Conversion					
Outside Weather	□ Cold □ Warm □ Hot □ Wet/Rainy □ Fog □ Snow/Hail □ Dust/Dirt □ Dry □ Humid					

Fig. 1: Entire Vehicle - Symptom Check List For Customer

FULL VERSION - ALL ON FOUR PAGES

NOTE: Have the service adviser fill out these forms with the

Dear Valued Customer:

Our goal is to fix your problem correctly and get you back on the road as soon as possible in the unlikely event you experience a problem with your vehicle. Help us identify the exact nature of the concern by taking a few moments to complete the appropriate section of this diagnostic worksheet. Thank you.

CUSTOMER NAME: PHONE NO.: REPAIR ORDER NO.:

DIAGNOSTIC WORKSHEET

DRIVEABILITY - ENGINE - A	UTOMATIC TRANSMISSION
SYMPTOM (CHECK ALL THAT APPLY) ENGINE	OPERATING CONDITIONS (CHECK ALL THAT APPLY) HOW OFTEN DOES IT OCCUR? (Engine and/or Transmission)
□ "Service Engine Soon"/"Malfunction Indicator Light" on □ Hard start/no start (cranks OK) □ Won't crank □ Engine stalls □ Engine miss	□ Always □ Few seconds □ Few minutes □ Few hours □ Few days □ Few weeks □ Few months □ Variable □ Only during event □ Every □ to miles □ Unknown □ Other (explain): □ Other
☐ Miss while driving ☐ Hesitates, stumbles or sags ☐ Rough idle ☐ Hesitates to the same of the same o	☐ Just started ☐ Getting better ☐ Getting worse ☐ Since new
☐ Idle is too high ☐ Idle is too low ☐ Poor power/performance	WHEN DOES IT OCCUR? (Engine and/or Transmission) When Engine Temperature is:
☐ Surge or chuggle, buck - jerk - skip ☐ Poor gas mileage ☐ Highway ☐ City ☐ Pings, detonates	☐ Cold ☐ Warm ☐ Hot☐ All the time ☐ Only during warmup
□ Suphur, rotten egg odor □ Backfires (popping noise) - underhood/tailpipe □ Exhaust smoke □ Increased oil consumption □ Runs on after key is turned off □ Speed fluctuates without moving accelerator □ Engine noise (explain):	Weather Conditions: ☐ Very cold - below 0 degrees F ☐ Cool - 32 to 60 degrees F ☐ Hot - Above 80 degrees F ☐ Raining ☐ Dry ☐ Snow//ce ☐ Wet roads ☐ Cold - 0 to 32 degrees F ☐ Warm - 60 to 80 degrees F ☐ Any environment ☐ Humid ☐ Other (explain below)
(whine, rattle, groan, clunk, etc.) Other:	Driving Conditions: ☐ Light throttle ☐ Medium throttle ☐ Hard throttle ☐ Starting ☐ At idle ☐ Decelerating ☐ Over bumps ☐ When shifting ☐ While turning ☐ Cruising steady at MPH ☐ While braking
TRANSMISSION	☐ Anytime ☐ Uphill ☐ Downhill ☐ Highway ☐ City/town ☐ Stop and go
☐ Does not shift properly ☐ Hard shift ☐ Will not shift ☐ Up ☐ Down	☐ Between MPH and MPH ☐ Only with A/C or Defrost on
☐ Will not shift into overdrive ☐ Engine starts in other than "P" or "N" ☐ Noise (describe): ————————————————————————————————————	What Type of Fuel? What Brand? ☐ Regular UL ☐ Mid range UL ☐ Premium Unleaded ☐ Gasohol ☐ Ethanol ☐ Methanol ☐ Diesel #1 ☐ Diesel #2 ☐ Various brands
(whine, rattle, groan, clunk, buzz, etc.) Shifts into gear too early Overdrive doesn't work with speed control, but is otherwise OK Highway speed - shudder, surge, etc.	When Gear Selector is in: ☐ Park/Neutral ☐ Reverse ☐ Overdrive ☐ Drive/3 ☐ Drive/2 ☐ Drive/1
EXPLAIN:	Between Gears: ☐ Park to R or D ☐ Rev/Drive ☐ First/Second ☐ Second/Third ☐ Third/Overdrive

BRAKES - STEERING - SUSPENSION							
SYMPTOM Vehicle pulls right - When Vehicle pulls left - When Steering wheel vibrates at MPH Excessive play in steering Erratic steering wheel braking Poor steering wheel return after cornering			ontrol light on		g" tracks light on		
Hard to steer ☐ Effort ☐ Steering wheel off cen	☐ Wanders ter	E	Shimmy/vib Front Seat	ration (check box	below for loca Don't know Other	tion)	
Brake pedal ☐ Noise	☐ Pulses		☐ Squeaks	☐ Hard	☐ Mushy	☐ Excessive travel	
WHEN DOES IT OCCU ☐ Cold days ☐ Parking manuevers	JR? ☐ Hot days ☐ At road speed	ł	☐ Wet/rain ☐ Acceleration	☐ All th	ne time elerating	☐ Intermittent	
EXPLAIN:	S	QUEAK	- RATTLE - I	NOISE CONDITIO	NS		
AREA OF NOISE Engine Compartment Front Suspension Rear Suspension Passenger Compartm Instrument Panel Doors Rear seat area	☐ Left ☐ Left ☐ Left ☐ Left ent ☐ Left ☐ Left ☐ Left ☐ Cons	sole	Right Right Right Right Right Right Right Right Other	Center Center Center Center Center Center	☐ Don ☐ Don ☐ Don ☐ Don ☐ Don ☐ Don	't know 't know 't know 't know	
NOISE SOUNDS LIKE ☐ Knocks ☐ Hard ☐ Squeaks ☐ Ratt	d metal	☐ Light ☐ Scrap		☐ Roars	☐ Ticking	☐ Whine	
HOW OFTEN DOES IT	OCCUR?	☐ Intern	mittent	☐ Just started	☐ Sinc	e new	
WHEN DOES IT OCCU ☐ All the time ☐ Hard throttle ☐ Hot days ☐ Heavy bumps	JR? Speed Light throttle Cold days Light bumps	☐ Humi	elerate	Only moving Iteady speed Temperature	☐ On turns ☐ Idle in gear	☐ Braking ☐ Idle out of gear	
EXPLAIN:							
CUSTOMER NAME:			PH	ONE NO.:	REPA	AIR ORDER NO:	
SHOP USE ONLY: VIN#:		MILES	3 :	TECHNICIAN	:	ADVISOR#:	

50H15062 Fig. 3: Symptom Check List - Page 2

AIR CONDITIONING - HEATER - VENTILATION								
SYSTEM OR AREA AF	FECTED							
☐ Air conditioner☐ Max A/C	☐ Heater ☐ Automatic Ter	☐ Defroster nperature Control	☐ Vent ☐ Mix/blend	☐ Bi-Level ☐ Economy	☐ Fan/blower ☐ All			
SYMPTOM								
☐ Does not work ☐ Noisy (explain) ☐ Leaks	☐ Blows wrong t☐ Broken☐ Insufficient he	Odor	☐ No air comes ☐ Air comes fro ☐ Other (explain	m wrong outlets	☐ Rapid cycling ☐ Blows fuse			
WHEN DOES IT OCCUR?								
☐ All the time ☐ When change controls	☐ Hot only	☐ Cold ☐ Inter ☐ Other (explain below)	mittent	☐ Right after startup☐ Fan blower speed High	n / Med / Low			
EXPLAIN:								
		ELECTRICAL - RADIO	- TAPE/CD PLA	VER				
SYMPTOM - MUSIC S		ELECTRICAL - HADIO	- TAI LOOT LA					
☐ Does not work ☐ Controls do not work	☐ Noisy	☐ Static ☐ Blows fuse	☐ Won't load ☐ Other (explain	•	reception			
SYSTEM AFFECTED								
☐ Radio only ☐ Tape player ☐ Speakers ☐ Antenna	☐ AM ☐ CD player ☐ Front ☐ Clock	☐ FM ☐ Whole system ☐ Rear ☐ Radio or player contro	☐ FM stereo ☐ Steering when ☐ Left	☐ Graphic equa el buttons ☐ Right ☐ Rear seat col	☐ Phone			
ALL OTHER ELECTRI Please list the compla			applicable sym	otom(s) from the list th	at follows:			
		☐ Inoperable ☐ Check light on or flash ☐ Blows fuse	□ Noisy ing □ Intermittent	☐ No control ☐ Works improperly (exp☐ Related system affect				
		☐ Inoperable ☐ Check light on or flash ☐ Blows fuse	☐ Noisy ing ☐ Intermittent	☐ No control☐ Works improperly (exp☐ Related system affect				
WHEN DOES IT OCCU	JR?	☐ Inoperable ☐ Check light on or flash ☐ Blows fuse	☐ Noisy ing ☐ Intermittent	☐ No control ☐ Works improperly (exp☐ Related system affect	•			
☐ All the time ☐ Intermittent ☐ Other (explain below)	☐ Hot ☐ After runs for	☐ Cold minutes	☐ Just after stal ☐ Rough roads	rting - malfunctions for a w or bumps only	hile			
EXPLAIN:								
CUSTOMER NAME:	-	PHON	E NO.:	REPAIR ORD	ER NO:			
SHOP USE ONLY: VIN#:		MILES:	TECHNICIAN:	ADVIS	OR#:			

50115063 Fig. 4: Symptom Check List - Page 3

WATER LEAK - WINDNOISE						
WATER LEAK Leak Occurs When?						
☐ Setting level ☐ Back lower than front (☐ Any time it rains facing uphill)	_	le driving in the rain nt lower than back (facing	☐ Car wash only downhill)		
Location of Leak (whe	ere water appears	s):				
☐ LF Door ☐ LF window ☐ Under instrument pane	☐ RF Door ☐ RF window	☐ LR Door ☐ LR window		ndshield Rear window le door Sunroof/T-Top		
WINDNOISE: Location:						
☐ LF Door ☐ LF window ☐ Under instrument pane	☐ RF Door ☐ RF window	☐ LR Door ☐ LR window		ndshield Rear window le door Sunroof/T-Top		
EXPLAIN:				 		
	Λ	MANUAL TRANSMISS	SION - CLUTCH			
SYMPTOM - MANUAL	GEAR SHIFT		SYMPTOM - CLUTC	1		
☐ Hard to shift ☐ Grinds going into ☐ Noisy when in	. gear or neutral		☐ Hard to push☐ Noise when pressing	Fail to release		
☐ Slips/pops out of gear ☐ Noise (describe):			☐ Slips ☐ Odor present ☐ Squealing sound	☐ Chattering (grabbing) ☐ Pedal stays on the floor		
☐ Upshift light stays on☐ Upshift light doesn't lig	ht		WHEN DOES IT OCC			
WHEN DOES IT OCCU	JR?		☐ Cold	☐ Hot		
☐ All the time ☐ Heavy load	☐ Light load		☐ Accelerating	☐ Decelerating		
EXPLAIN:						
		COMMENTS				
CUSTOMER NAME:		PHON	IE NO.:	REPAIR ORDER NO:		
SHOP USE ONLY: VIN#: 0.115064		MILES:	TECHNICIAN:	ADVISOR#:		

Fig. 5: Symptom Check List - Page 4

INDIVIDUAL SYSTEM-BASED CHECK LISTS

 $\mbox{{\tt NOTE:}}$ Have the service adviser fill out these forms with the customer whenever possible.

DRIVEABILITY - ENGINE - AUTOMATIC TRANSMISSION

SYMPTOM (CHECK ALL TH ENGINE	AT APPLY)					ALL THAT APPLY ne &/or Transmission)
☐ "Service Engine Soon"/Malfunction India ☐ Hard start/no start (cranks OK) ☐ Won't crank ☐ Engine stalls ☐ Engine miss	cator Light" on		Few hours Few months Every Other (explain)	to	_ miles	Few minutes Few weeks Only during event Unknown
☐ Miss while driving ☐ Hesitates, stumbles or sags			☐ Just started☐ Since new	☐ Getting bette	r	☐ Getting worse
☐ Rough idle ☐ Idle is too high ☐ Poor power/performance	☐ Idle is too low		WHEN DOES IT When Engine T			/or Transmission)
☐ Surge or chuggle, buck - jerk - skip☐ Poor gas mileage☐ Highway	☐ City			☐ Warm ☐ Only during v	varmup	☐ Hot
☐ Ping, detonates ☐ Sulphur/rotten egg odor			Weather Condi	tions:		
□ Backfires (popping noise) - underhood/ □ Exhaust smoke □ Increased of □ Runs on after key is turned off □ Speed fluctuates without moving acceled □ Engine noise (explain):	l consumption erator		•	n°F D°F □ Dry □ Wet roads	☐ Wa	d - 0 to 32°F rm - 60 to 80°F environment nid
(whine, rattle, groan, clunk, etc.)						
Other:			Driving Conditi	ons:		
			☐ Light throttle	☐ Medium the	ottle	☐ Hard throttle
TRANSMISSION	1	•	☐ Starting ☐ Over bumps	☐ At idle☐ When shifti		☐ Decelerating ☐ While turning
□ Does not shift properly □ Will not shift □ Up □ Will not shift into overdrive □ Engine starts in other than "P" or "N" □ Noise (describe):	☐ Hard shift ☐ Down		☐ Cruising - stea ☐ Anytime ☐ Highway ☐ Between —— ☐ Only with A/C	Uphill City/town MPH and	_MPH	☐ While braking☐ Downhill☐ Stop and go
			What Type of F	uel?	What	Brand?
(whine, rattle, groan, clunk, buzz, Shifts into next gear too early Overdrive doesn't work with speed con	•		☐ Regular UL ☐ Gasohol ☐ Diesel #1	☐ Midrange U☐ Ethanol☐ Diesel #2	JL	☐ Premium UL ☐ Methanol ☐ Various brands
otherwise OK ☐ Highway speed - shudder, surge, etc.			When Gear Sel	ector is in:		
Other:		• •	☐ Park/Neutral☐ Drive/3	☐ Reverse ☐ Drive/2		☐ Overdrive ☐ Drive/1
EXPLAIN:			Between Gears	:		
		-	☐ Park to R or D☐ Second/Third			☐ First/Second
CUSTOMER NAME:		РНО	NE NO.:	REP	AIR ORD	ER NO:
SHOP USE ONLY: VIN#:	MILES:		TECHNICIAN:		ADV	SOR#:

50H15054
Fig. 6: Engine Driveability & Automatic Transmission

SYMPTOM					
☐ Vehicle pulls right - \text{Vehicle pulls left - W} ☐ Steering wheel vibra ☐ Excessive play in ste ☐ Erratic steering wheel ☐ Poor steering wheel	ThenMPH sering n braking		ontrol light on	s 🔲 "C	its uneven Oog" tracks BS light on oft ride
Hard to steer		Shimmy/vib	ration (check	box below for lo	cation)
☐ Effort ☐ Steering wheel off co	☐ Wanders enter	☐ Front ☐ Seat	☐ Rear ☐ Floor	☐ Don't know☐ Other	
Brake pedal ☐ Noise	☐ Pulses	☐ Squeaks	☐ Hard	☐ Mushy	☐ Excessive trav
WHEN DOES IT OCC ☐ Cold days ☐ Parking manuevers	CUR? ☐ Hot days ☐ At road speed	☐ Wet/rain ☐ Accelerati		All the time Decelerating	☐ Intermittent
EXPLAIN:					
			NA NA		
CUSTOMER NAME	Ē:	PI	IONE NO.:	RE	PAIR ORDER NO:
SHOP USE ONLY: VIN#:		ILES:	TECHNI	CIAN:	ADVISOR#:
50C15059 7: Brakes, St	ceering, & Su	spension	ATER - VENTI	LATION	
	AIR CO	_	ATER - VENTI	LATION	
7: Brakes, St	AIR CO	NDITIONING - HE	ATER - VENTI	LATION Bi-Level Economy	□ Fan/blower □ All
7: Brakes, St SYSTEM OR AREA Air conditioner	AIR CO	NDITIONING - HE	☐ Vent	☐ Bi-Level	
7: Brakes, St SYSTEM OR AREA Air conditioner Max A/C	AIR CO	MDITIONING - HE efroster ture Control rature air	☐ Vent☐ Mix/blend☐ Mix/blend☐ No air come	☐ Bi-Level ☐ Economy es out of vents rom wrong outlets	
7: Brakes, St SYSTEM OR AREA Air conditioner Max A/C SYMPTOM Does not work Noisy (explain)	AIR CO AFFECTED Heater D. Automatic Tempera Blows wrong tempe Broken D. O. Insufficient heat or o.	MDITIONING - HE efroster ture Control rature air	☐ Vent ☐ Mix/blend ☐ No air come ☐ Air comes f	☐ Bi-Level ☐ Economy es out of vents rom wrong outlets	☐ All ☐ Rapid cycling
7: Brakes, St SYSTEM OR AREA Air conditioner Max A/C SYMPTOM Does not work Noisy (explain) Leaks	AIR CO AFFECTED Heater Do Automatic Tempera Blows wrong tempe Broken DO Insufficient heat or of	efroster ture Control rature air dor	☐ Vent ☐ Mix/blend ☐ No air come ☐ Air comes f ☐ Other (expl:	☐ Bi-Level ☐ Economy es out of vents rom wrong outlets	☐ All ☐ Rapid cycling ☐ Blows fuse
SYSTEM OR AREA Air conditioner Max A/C SYMPTOM Does not work Noisy (explain) Leaks WHEN DOES IT OC All the time When change contri	AIR CO AFFECTED Heater Do Automatic Tempera Blows wrong tempe Broken DO Insufficient heat or of	efroster ture Control rature air dor cool old	☐ Vent ☐ Mix/blend ☐ No air come ☐ Air comes f ☐ Other (expl:	☐ Bi-Level ☐ Economy es out of vents rorn wrong outlets ain below) ☐ Right after startu ☐ Fan blower spee	☐ All ☐ Rapid cycling ☐ Blows fuse
SYSTEM OR AREA Air conditioner Max A/C SYMPTOM Does not work Noisy (explain) Leaks WHEN DOES IT OC All the time When change contri	AIR CO AFFECTED Heater Do Automatic Tempera Blows wrong tempe Broken DO Insufficient heat or of	efroster ture Control rature air dor cool old	☐ Vent ☐ Mix/blend ☐ No air come ☐ Air comes f ☐ Other (expl:	☐ Bi-Level ☐ Economy es out of vents rorn wrong outlets ain below) ☐ Right after startu ☐ Fan blower spee	☐ All ☐ Rapid cycling ☐ Blows fuse
SYSTEM OR AREA Air conditioner Max A/C SYMPTOM Does not work Noisy (explain) Leaks WHEN DOES IT OC All the time When change contri	AIR CO AFFECTED Heater Do Automatic Tempera Blows wrong tempe Broken DO Insufficient heat or co CUR? Hot Co COIS only DO	efroster ture Control rature air dor cool old	☐ Vent ☐ Mix/blend ☐ No air come ☐ Air comes f ☐ Other (expl:	☐ Bi-Level ☐ Economy es out of vents rom wrong outlets ain below) ☐ Right after startt ☐ Fan blower spee	☐ All ☐ Rapid cycling ☐ Blows fuse

50A15057
Fig. 8: Air Conditioning, Heater & Ventilation

		ELECTRICAL - RADIO	- TAPE/CD PLA	YER	
SYMPTOM - MUSIC S	YSTEM				
☐ Does not work ☐ Controls do not work	☐ Noisy	☐ Static ☐ Blows fuse	☐ Won't load ☐ Other (explain	,	reception
SYSTEM AFFECTED					
☐ Radio only ☐ Tape player ☐ Speakers ☐ Antenna	☐ AM ☐ CD player ☐ Front ☐ Clock	☐ FM ☐ Whole system ☐ Rear ☐ Radio or player contro	☐ FM stereo ☐ Steering when ☐ Left	☐ Graphic equal el buttons ☐ Right ☐ Rear seat con	☐ Phone
ALL OTHER ELECTRI Please list the comple			applicable sym	otom(s) from the list tha	at follows:
-		☐ Inoperable ☐ Check light on or flash ☐ Blows fuse	☐ Noisy ing ☐ Intermittent	☐ No control ☐ Works improperly (expl	•
		☐ Inoperable ☐ Check light on or flash ☐ Blows fuse	☐ Noisy ing ☐ Intermittent	☐ No control ☐ Works improperly (expl	
WHEN DOES IT OCCU	JR?	☐ Inoperable ☐ Check light on or flash ☐ Blows fuse	☐ Noisy ing ☐ Intermittent	☐ No control ☐ Works improperly (exp. ☐ Related system affected	•
☐ All the time ☐ Intermittent ☐ Other (explain below)	☐ Hot ☐ After runs for	☐ Cold minutes	☐ Just after sta☐ Rough roads	rting - malfunctions for a wh or bumps only	ile
EXPLAIN:					
CUSTOMER NAME:		М	NE NO.:	REPAIR ORD	ER NO:
SHOP USE ONLY: VIN#:		MILES:	TECHNICIAN	: ADVIS	OR#:

50B15058
Fig. 9: Electrical, Radio & Tape/CD Player

MANUAL TRANSMISSION - CLUTCH							
SYMPTOM - MANUAL	GEAR SHIFT		SYMPTOM - CLUTCH				
☐ Hard to shift ☐ Grinds going into ☐ Noisy when in	gear or neutral _		☐ Hard to push☐ Noise when pressin	☐ Fail to release g pedal down (describe):			
☐ Slips/pops out of gear ☐ Noise (describe):			☐ Slips ☐ Odor present ☐ Squealing sound	☐ Chattering (grabbing) ☐ Pedal stays on the floor			
☐ Upshift light stays on☐ Upshift light doesn't light			WHEN DOES IT OCCUR? When Engine Temperature is:				
WHEN DOES IT OCCU	JR?		☐ Cold	☐ Hot			
☐ All the time ☐ Heavy load	☐ Light load		☐ Accelerating	☐ Decelerating			
EXPLAIN:							
CUSTOMER NAME:			PHONE NO.:	REPAIR ORDER NO:			
SHOP USE ONLY: VIN#:		MILES:	TECHNICIAN:	ADVISOR#:			

 $\ensuremath{^{50,J15056}}$ Fig. 10: Manual Transmission & Clutch

		SQUEAK - RATTLE	- NOISE CONDITIO	NS	
REA OF NOISE					
Engine Compartment	☐ Left	•	☐ Center		n't know
Front Suspension	☐ Left		☐ Center		n't know
Rear Suspension	Left		☐ Center		n't know
Passenger Compartme		•	☐ Center		n't know
Instrument Panel	☐ Left		☐ Center	_	n't know
☐ Doors ☐ Rear seat area	☐ Left ☐ Con		☐ Center	⊔ Dor	n't know
⊔ ⊓ear seat area	⊔ Con	SOIR LI Uther			
NOISE SOUNDS LIKE		_	_	_	_
Knocks Hard		Light metal	Roars	☐ Ticking	☐ Whine
☐ Squeaks ☐ Rattl	les	☐ Scraping	☐ Other		
IOW OFTEN DOES IT	OCCUR?				
☐ Continuous	☐ Often	☐ Intermittent	☐ Just started	☐ Sine	ce new
VUEN DOES IT OSS	IDO				
VHEN DOES IT OCCU ☐ All the time	JK? □ Speed	□ RPM □	Only moving	On turns	☐ Braking
Hard throttle	☐ Light throttle			☐ Idle in gear	☐ Idle out of gear
J Hot days	☐ Cold days	Humid or rainy	☐ Temperature		_ raic out or gear
☐ Heavy bumps		☐ Smooth pavemer			_
		,			
XPLAIN:					
					ACTION ASSESSMENT OF THE PARTY
CUSTOMER NAME:		P	HONE NO.:	REP	AIR ORDER NO:
- JO. J. MEIL MANIE.				11121 /	
		MII ES:	TECHNICIAN		ADVISOR#
VIN#:		MILES:	TECHNICIAN:	:	ADVISOR#:
VIN#: 0 <i>F15060</i>	attle s			:	ADVISOR#:
VIN#: 0 <i>F15060</i>	attle, &	MILES: Noise Condi		:	ADVISOR#:
VIN#: 0 <i>F15060</i>	attle, &	Noise Condi	itions		ADVISOR#:
VIN#: 0 <i>F15060</i>	attle, &	Noise Condi			ADVISOR#:
VIN#: OF15060 : Squeak, R WATER LEAK	attle, &	Noise Condi	itions		ADVISOR#:
VIN#: OF15060 : Squeak, R WATER LEAK	attle, &	Noise Condi	itions		ADVISOR#:
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When?		Noise Condi	itions (-WINDNOISE		
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? □ Setting level	☐ Any time it r	Noise Condi WATER LEAK	ttions - WINDNOISE While driving in the rai	n	ADVISOR#:
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? Setting level Back lower than front	☐ Any time it ra	Noise Condi WATER LEAK ains	itions (-WINDNOISE	n	
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? Setting level Back lower than front	☐ Any time it ra	Noise Condi WATER LEAK ains	ttions - WINDNOISE While driving in the rai	n	
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? Setting level Back lower than front Location of Leak (wh	☐ Any time it ra (facing uphill) ere water appe	Noise Condi WATER LEAK ains	Ltions - WINDNOISE While driving in the rail Front lower than back	n (facing downhill)	☐ Car wash only
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? Setting level Back lower than front Location of Leak (wh	☐ Any time it ra (facing uphill) ere water appe ☐ RF Door	Noise Condi WATER LEAK ains ars):	While driving in the rail Front lower than back	n (facing downhill) □ Windshield	☐ Car wash only ☐ Rear window
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? Setting level Back lower than front Location of Leak (wh	☐ Any time it ra (facing uphill) ere water appe ☐ RF Door ☐ RF window	Noise Condi WATER LEAK ains	While driving in the rail Front lower than back	n (facing downhill) □ Windshield □ Side door	☐ Car wash only
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WATER LEAK Leak Occurs When? Setting level Back lower than front Location of Leak (wh LF Door LF window Under instrument pan	☐ Any time it ra (facing uphill) ere water appe ☐ RF Door ☐ RF window	Noise Condi WATER LEAK ains ars):	While driving in the rail Front lower than back	n (facing downhill) □ Windshield □ Side door	☐ Car wash only ☐ Rear window
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? Back lower than front Location of Leak (wh LF Door LF window Under instrument pan	☐ Any time it ra (facing uphill) ere water appe ☐ RF Door ☐ RF window	Noise Condi WATER LEAK ains ars):	While driving in the rail Front lower than back	n (facing downhill) □ Windshield □ Side door	☐ Car wash only ☐ Rear window
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VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? Setting level Back lower than front Location of Leak (wh LF Door LF window Under instrument pan WINDNOISE: Location: LF Door LF window UF Door	☐ Any time it ra (facing uphill) ere water appe ☐ RF Door ☐ RF window el ☐ RF Door ☐ RF Door ☐ RF Window	Noise Condi WATER LEAK ains ars): LR Door	While driving in the rail Front lower than back	n (facing downhill) Windshield Side door ar hatch Windshield Side door	☐ Car wash only ☐ Rear window ☐ Sunroof/T-Top ☐ Rear window
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WATER LEAK Leak Occurs When? Setting level Back lower than front Location of Leak (wh LF Door LF window Under instrument pan WINDNOISE: Location: LF Door LF Door LF Door	☐ Any time it ra (facing uphill) ere water appe ☐ RF Door ☐ RF window lel ☐ RF Door ☐ RF window	Noise Condi WATER LEAK ains ars): LR Door LR Wind LR Door	While driving in the rail Front lower than back RR Door RR window Rear door/rea	n (facing downhill) Windshield Side door ar hatch Windshield Side door	☐ Car wash only ☐ Rear window ☐ Sunroof/T-Top ☐ Rear window
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? Back lower than front Location of Leak (wh LF Door LF window Under instrument pan	☐ Any time it ra (facing uphill) ere water appe ☐ RF Door ☐ RF window lel ☐ RF Door ☐ RF window	Noise Condi WATER LEAK ains ars): LR Door LR Wind LR Door	While driving in the rail Front lower than back RR Door RR window Rear door/rea	n (facing downhill) Windshield Side door ar hatch Windshield Side door	☐ Car wash only ☐ Rear window ☐ Sunroof/T-Top ☐ Rear window
VIN#: OF15060 : Squeak, R WATER LEAK Leak Occurs When? Setting level Back lower than front Location of Leak (wh LF Door LF window Under instrument pan WINDNOISE: Location: LF Door LF window Under instrument pan WINDNOISE: Location:	☐ Any time it ra (facing uphill) ere water appe ☐ RF Door ☐ RF window lel ☐ RF Door ☐ RF window	Noise Condi WATER LEAK ains LR Door LR Wind LR Wind	While driving in the rail Front lower than back RR Door RR window Rear door/res	n (facing downhill) Windshield Side door ar hatch Windshield Side door ar hatch	☐ Car wash only ☐ Rear window ☐ Sunroof/T-Top ☐ Rear window ☐ Sunroof/T-Top
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