



# Front Wheel Drive Analysis Client Concern Questionnaire

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

## IT HAPPENS WHEN.....

### VEHICLE OPERATION

- Vehicle is not moving. (engine running)
- Vehicle is moving during the following operation (s)
  - Light to medium acceleration
  - Hard acceleration
  - Deceleration (coast in gear)
  - Deceleration (coast out of gear)
  - Cruising (constant highway speed)
  - Braking
  - Turning
  - With vehicle occupants (or heavy load)

### SPEED OF VEHICLE

Describe the speed at which the problem occurs:

Vehicle speed \_\_\_\_\_ km / h

Engine Speed

- Idle       Medium       High

### ROAD TEST

Describe the speed at which the problem occurs.

Vehicle speed \_\_\_\_\_ km / h

Vehicle RPMs \_\_\_\_\_

Road test indicated the following:

- Engine check
- Engine accessory check
- Wheel and Tire check
- Engine mount check
- Drive train check
- Body check
- Other

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## DEFINE THE PROBLEM.....

### THE PROBLEM STARTED

- Suddenly at \_\_\_\_\_ (odometer)
- Gradually at \_\_\_\_\_ (odometer)
- Just started \_\_\_\_\_ (odometer)
- Since the vehicle was new
- After abnormal occurrence (i.e., potholes, curb impact)

### THE PROBLEM OCCURS

- Rarely       Sometimes       Always

### NOISE / VIBRATION

Are there any unusual noises?       Yes       No

Is there any vibration?       Yes       No

If yes, please describe the noise and or vibration and where it seems to be coming from. (Some of the noises may be accompanied by vibration.)

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Client Signature: \_\_\_\_\_