

Noise and Water Leaks

Customer Diagnostic Survey Form

Name		Date		WO#	
Make		Model		Year	

The Problem Happens When...

- Light to medium acceleration
- Hard acceleration
- Deceleration (foot off accelerator)
- Cruising (constant highway speed)
- Braking
- Turning
- In reverse
- First thing in the morning
- Going over bumps
- Normal road Rough road Wet road
- With vehicle occupants

When the water leak occurs:

- On level ground
- On an incline Forward Rearward
- Light rain Medium rain Heavy rain
- Winter conditions
- Automatic car wash
- Power wand wash
- Hand wash

Speed of vehicle:

Vehicle speed the problem occurs _____ km/h

Engine speed the problem occurs _____ RPM

- Idle Medium High

Engine temperature

- Cold Warm Hot

Which accessories are on when the noise occurs?

- A/C Stereo Heater

Does any action stop/change the noise?

Describe the Problem...

- Noise
- Water leak
- Both

Type of sound

- Clicking Yes No
- Rattle Yes No
- Thump Yes No
- Tinging Yes No
- Buzz Yes No
- Squeak Yes No
- Wind noise Yes No

Other: _____

Location of sound (describe on reverse if necessary)

- Interior Yes No
- Exterior Yes No
- Front Yes No
- Rear Yes No
- Driver Side Yes No
- Passenger Side Yes No

Water leak

Please describe the leak(s) and where it seems to be coming from (se reverse side if necessary)

The problem occurs:

- Rarely Sometimes Always

Customer Signature _____