VEHICLE VIBRATION DIAGNOSTIC WORKSHEET

Service Advisor:

Please review this short form with the customer to best communicate and understand the vehicle vibration the customer is experiencing.

GENERAL INFORMATION

Where do you feel the vibration? (Please check all that apply.)

- ☐ Steering wheel
- ☐ Seat
- ☐ Shift lever
- ☐ Floor
- ☐ Body
- ☐ Other: _____

On what road surface(s) do you feel the vibration? (Please check all that apply.)

- ☐ Only on rough roads
- ☐ On any road surface
- ☐ Only on very smooth roads
- ☐ Only on highway expansion joints
- ☐ Both rough and smooth roads
- ☐ Other: _____

At what speed(s) do you feel the vibration?

- ☐ Only at _____ mph (input multiple speeds if necessary)
- ☐ Between _____ mph and _____ mph

When do you feel the vibration? (Please check all that apply.)

- ☐ All the time
- ☐ Not sure
- ☐ Only driving after vehicle has been sitting for a few days
- ☐ Other: _____

STEERING WHEEL VIBRATION QUESTIONS

Does the steering wheel oscillate (wobble) back and forth?

- ☐ Yes
- ☐ No
- ☐ Not sure

If you answered "Yes" above, when does the steering wheel oscillation occur?

- ☐ Only on smooth roads
- ☐ Not sure
- ☐ Only on bumpy roads (steering kick back)

Does the steering wheel vibrate (shake) up and down or side to side?

- ☐ Yes
- ☐ No
- ☐ Not sure

Do the brakes need to be applied for vibration to occur?

- ☐ Yes
- ☐ No
- ☐ Not sure

SEAT VIBRATION QUESTIONS

Which seat vibrates? (Please check all that apply.)

- ☐ 1st row driver
- ☐ 3rd row
- ☐ 1st row passenger
- ☐ Other: _____
- ☐ 2nd row
- ☐ Comments: _____

Does the seat vibration occur when the seat is...?

- ☐ Occupied
- ☐ Unoccupied
- ☐ Both (occupied or unoccupied)

Any recent modifications to the vehicle?

_____

Do you hear a noise (rattle, etc.) when the seat vibrates?

- ☐ Yes
- ☐ No

How do you best describe the seat vibration? (Please check all that apply.)

- ☐ Front passenger seat shake (unoccupied) is observed by driver
- ☐ Seat shake (occupied) is felt by occupant
- ☐ Rear seats shaking observed in rear view mirror by driver
- ☐ Rear occupants see shaking seat(s) in front of them (unoccupied)
- ☐ Seat has DVD player installed; DVD screen viewing is difficult due to shake
- ☐ Other: _____