



Steering Problem Diagnosis

Meets NATEF Task: (A4-A-2) Identify and interpret steering concerns; determine necessary action. (P-1)

Name _____ Date _____ Time on Task _____

Make/Model/Year _____ VIN _____ Evaluation: 4 3 2 1

_____ 1. What is the stated customer concern? _____

_____ 2. Test drive the vehicle under the same condition and road surface types as stated by the customer when the problem occurs and check the following.

- | | | |
|---------------------------------|----------|--------------|
| Steers straight? | OK _____ | NOT OK _____ |
| Wanders? | OK _____ | NOT OK _____ |
| Noise during turns or corners? | OK _____ | NOT OK _____ |
| Hard steering when cold only? | OK _____ | NOT OK _____ |
| Hard steering when raining? | OK _____ | NOT OK _____ |
| Noise when steering? | OK _____ | NOT OK _____ |
| Looseness in steering wheel? | OK _____ | NOT OK _____ |
| Lack of steering control? | OK _____ | NOT OK _____ |
| Other concerns (describe) _____ | | |

_____ 3. When does the fault or concern occur?

- _____ During turns or cornering to the right
- _____ During turns or cornering to the left
- _____ During turns or cornering both to the right or the left
- _____ While driving straight ahead
- _____ Only when driving on a rough road
- _____ Only when turning into or out of a driveway
- _____ Other (describe) _____

_____ 4. Based on the test drive, what components or systems could be the cause of the suspension problem or concern?

_____ 5. What action will be needed to correct these concerns? _____

