



Suspension Problem Diagnosis

Meets NATEF Task: (A4-A-2) Identify and interpret suspension 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 conditions and road surface types as stated by the customer when the problem occurs and check the following.

- | | | |
|---------------------------|----------|--------------|
| Tire-type noise? | OK _____ | NOT OK _____ |
| Clunks? | OK _____ | NOT OK _____ |
| Creaks? | OK _____ | NOT OK _____ |
| Tracks straight? | OK _____ | NOT OK _____ |
| Pull during braking only? | OK _____ | NOT OK _____ |
| Wandering (unstable)? | OK _____ | NOT OK _____ |
| Other concern (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? _____

