



# 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? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_