### Steering Problem Diagnosis

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

**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 occursand 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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**\_\_\_\_\_ 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?

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**\_\_\_\_\_ 5.** What action will be needed to correct these concerns? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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