1. What is the stated customer concern? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Evaluation (Enter number from 4, 3, 2, 1) :\_\_\_\_\_\_\_\_\_

Meets ASE Task: A4 – B-12 – P-3

Time on Task:\_\_\_\_\_\_\_\_\_\_\_\_\_

Make/Model/Year:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

VIN:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Steering Problem Diagnosis**

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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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?

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

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