[ ]  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?

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

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