

# Steering Problem Diagnosis

Meets ASE Task: A4 – B-12 – P-3

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time on Task: \_\_\_\_\_

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

Evaluation (Enter number from 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?

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