

Anderson Automotive Noise / Vibration Concern Sheet

Customer Information

Name: _____

Phone Number: _____

Email: _____

Vehicle Year / Make / Model: _____

Mileage: _____

What Is The Vehicle Doing?

Is the concern:

- Something you HEAR
- Something you FEEL
- Both hear and feel

How often does it happen?

- Every drive
- Frequently
- Sometimes
- Rarely
- Only once so far

How noticeable is the concern?

On a scale of 1-10:

1 = Very slight / barely noticeable

10 = Extremely noticeable / severe

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

- 9
- 10

When did you first notice it?

- Suddenly
- Gradually over time
- Recently
- Since a repair/service
- Since purchasing vehicle
- Since hitting something (pothole, curb, debris, etc.)

Additional details:

Help Us Duplicate The Concern

If a technician drove your vehicle RIGHT NOW, what would they need to do to experience the concern?

- Drive at a certain speed
- Brake
- Accelerate
- Turn
- Reverse
- Drive over bumps
- Cold start / first thing in morning
- Highway driving
- City driving
- Parking lot speeds
- Wet road / rain
- Rough road
- Vehicle loaded with passengers or cargo

Other:

At approximately what speed does it occur?

- Below 20 km/h
- 20–40 km/h
- 40–60 km/h
- 60–80 km/h
- 80–100 km/h
- Above 100 km/h
- Changes with engine RPM instead of road speed
- Happens while stopped/idling

What Does It FEEL Like?

- Like driving over rumble strips
- Like a wheel out of balance
- Like something loose shaking
- Like driving on rough pavement
- Like a wobble or shake
- Like ABS activating
- Like vibration through the seat
- Like vibration through the steering wheel
- Like vibration through the brake pedal
- Like the vehicle pulls or drifts
- Like a repeated bump or hop

Other description:

What Does It SOUND Like?

- Like metal scraping metal
- Like something rattling loose
- Like marbles rolling in a can
- Like a squeaky hinge
- Like wind through a window
- Like a humming or drone noise
- Like aggressive/mud tires
- Like a rubbing noise
- Like a tapping or knocking noise
- Like a grinding bicycle brake
- Like a clicking noise
- Like a whistle or whine
- Like a cellphone vibrating
- Like a helicopter-type hum

Other description:

Where Do You Notice It MOST?

- Front of vehicle
- Rear of vehicle
- Steering wheel
- Seat
- Floor
- Dash area
- Brake pedal

- Gas pedal
- Gear shifter
- Whole vehicle

Does Anything Change The Concern?

The concern becomes:

- Worse with speed
- Better with speed
- Stays the same with speed
- Worse while turning
- Worse while braking
- Worse while accelerating
- Worse when cold
- Worse after driving awhile
- Worse on rough roads

Does anything STOP the concern?

Additional Information

Is there anything else you think would help us duplicate or understand the concern?

Optional

What do YOU think the concern might be?

(Example: tire, brake issue, wheel bearing, suspension, etc.)
