

Anderson Automotive Steering / Handling Sheet

Help Us Understand What You Are Feeling

Customer Information

Name: _____

Phone Number: _____

Email: _____

Vehicle Year / Make / Model: _____

Mileage: _____

What Is The Vehicle Doing?

Is the concern:

- Something you FEEL
- Something you HEAR
- Both hear and feel
- Steering feel concern
- Vehicle handling concern

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

How confident do you feel driving the vehicle?

- Feels normal
- Slight concern
- Concerned while driving
- Feels unsafe

When did you first notice it?

- Suddenly
- Gradually over time
- Recently
- Since hitting pothole/curb/debris
- Since tire replacement
- Since suspension/steering repair
- Since alignment
- Since seasonal tire change

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?

- Highway driving
- City driving
- Parking lot speeds
- Turning left
- Turning right
- Braking
- Accelerating
- Driving over bumps
- Rough road driving
- Driving in wind
- Cold start / first drive of day
- After driving awhile

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
- All speeds
- Only while stopped/parking

What Does The Vehicle FEEL Like?

- Pulls left
- Pulls right
- Wanders or drifts
- Feels unstable
- Feels loose
- Feels stiff/hard to steer
- Steering wheel shakes
- Vehicle vibrates
- Steering feels delayed
- Vehicle follows grooves/ruts in road
- Steering wheel not centered
- Vehicle bounces excessively
- Vehicle leans excessively while turning
- Feels like tire issue
- Feels worse on highway
- Feels worse over bumps

Other description:

What Does It SOUND Like?

- Clunk while turning
- Rattle over bumps
- Squeak while turning
- Humming or drone noise
- Grinding noise
- Clicking while turning
- Knocking noise
- Rubbing noise
- Popping noise
- No noise noticed

Other description:

Where Do You Notice It MOST?

- Steering wheel
- Front of vehicle
- Rear of vehicle
- Driver side
- Passenger side
- Seat/floor
- Whole vehicle
- Unsure

Does Anything Change The Concern?

The concern becomes:

- Worse at highway speeds
- Worse while braking
- Worse while accelerating
- Worse while turning
- Worse over bumps
- Worse in wind
- Worse when cold
- Better after warming up
- Stays the same all the time

Does anything STOP or REDUCE the concern?

Tire / Wheel Information

Have any of these happened recently?

- Tire replacement
- Seasonal tire swap
- Tire repair
- Wheel impact/pothole
- Alignment performed
- No recent tire/wheel service
- Unsure

Warning Lights

- Power steering warning light
- ABS/Stability light
- Traction control light

- Check engine light
- No warning lights

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 issue, alignment, suspension, steering issue, etc.)
