

# Vehicle Symptom Questionnaire

**Tell Us  
Where  
It  
Hurts.**



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# Tell Us *What* You're Hearing ...

Check all of the unusual noises your vehicle makes — and then tell us when it makes them. With your help, we can quickly and accurately diagnose what the problem is.

- Boom** — A sound like a drum roll or distant thunder.
- Buzz** — A low-pitched sound, like a bee.
- Chatter** — Rapidly repeating metallic sound.
- Chirp** — High-pitched, rapidly repeating sound, like a chirping bird.
- Click** — A light sound, like a ballpoint pen being clicked.
- Clunk** — A metal-to-metal sound, like a hammer striking steel.
- Grind** — An abrasive sound, like a grinding stone.
- Hiss** — Like air escaping from a balloon.
- Hum** — Like a wire humming in the wind.
- Knock** — Like a knock on the door.
- Rattle** — A sound like marbles rolling around in a can.
- Roar** — Deep, prolonged sound like high winds or ocean waves.
- Rumble** — Low, heavy, continuous sound, like thunder.
- Squeak** — A sound like rubbing a clean window.
- Squeal** — A high-pitched sound, like fingernails across a chalkboard.
- Tap** — A crisp, dull sound, like tapping your finger on a table.
- Whine** — A high-pitched sound, like an electric motor or drill.
- Whistle** — Sharp, shrill sound like wind passing through a small opening.
- Other:** \_\_\_\_\_

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# and *When You Hear It.*

**Type of Noise** (from list at left) — \_\_\_\_\_

How fast were you traveling when the noise occurred? \_\_\_\_\_ mph

What was the weather like? (e.g, heavy rain) \_\_\_\_\_

## Does Your Vehicle Make the Noise When ...

(Circle one answer per line)

Turning in either direction while moving? .....Yes No

If yes, turning the steering wheel to the .....Left Right Both

You're braking? .....Yes No

You're accelerating? .....Yes No

If yes, what type of acceleration? .....Normal Hard Both

The A/C or heat was .....On Off

The vehicle is parked/idling? .....Yes No

The vehicle is parked and you are

turning the steering wheel to the .....Left Right Both

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What was the weather like? (e.g, heavy rain) \_\_\_\_\_

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**Please provide completed form to our NAPA AutoCare Center.**

Our team of ASE-certified technicians can help identify —  
and address — the problems behind the symptoms your vehicle is experiencing.

**Nothing to report?** Save this form in your glove box for future needs!

# Other Symptoms

Check, circle and/or complete all that apply.

## Vehicle ...

- Misses or runs rough
- Hesitates or backfires
- Engine stalls or dies
- Is sluggish/low on power, but not rough
- Is hard to start, but cranks okay
- Engine cranks, but won't start
- Stalls after starting
- Fluid Leaks
  - Green                  Reddish                  Black                  Brownish                  Clear
- Exhaust smokes excessively
  - Blue/Grey          Black                  White
- Rapidly consumes
  - Gas                  Oil                  Both
- Shakes or vibrates
  - Felt Through:                  Steering Wheel                  Seat                  Brake Pedal
- Other: \_\_\_\_\_

## It Does It When ...

- Engine is:                  Cold                  Lukewarm                  Fully Warmed Up
- I've driven about \_\_\_\_\_ miles
- Engine is being started
- Just after engine has started
- I'm driving at about \_\_\_\_\_ mph
- Accelerating:                  Hard                  Normal
- Decelerating to a stop:                  Hard                  Normal
- Going up a hill
- Turning:                  Left                  Right                  Both Ways
- Other:



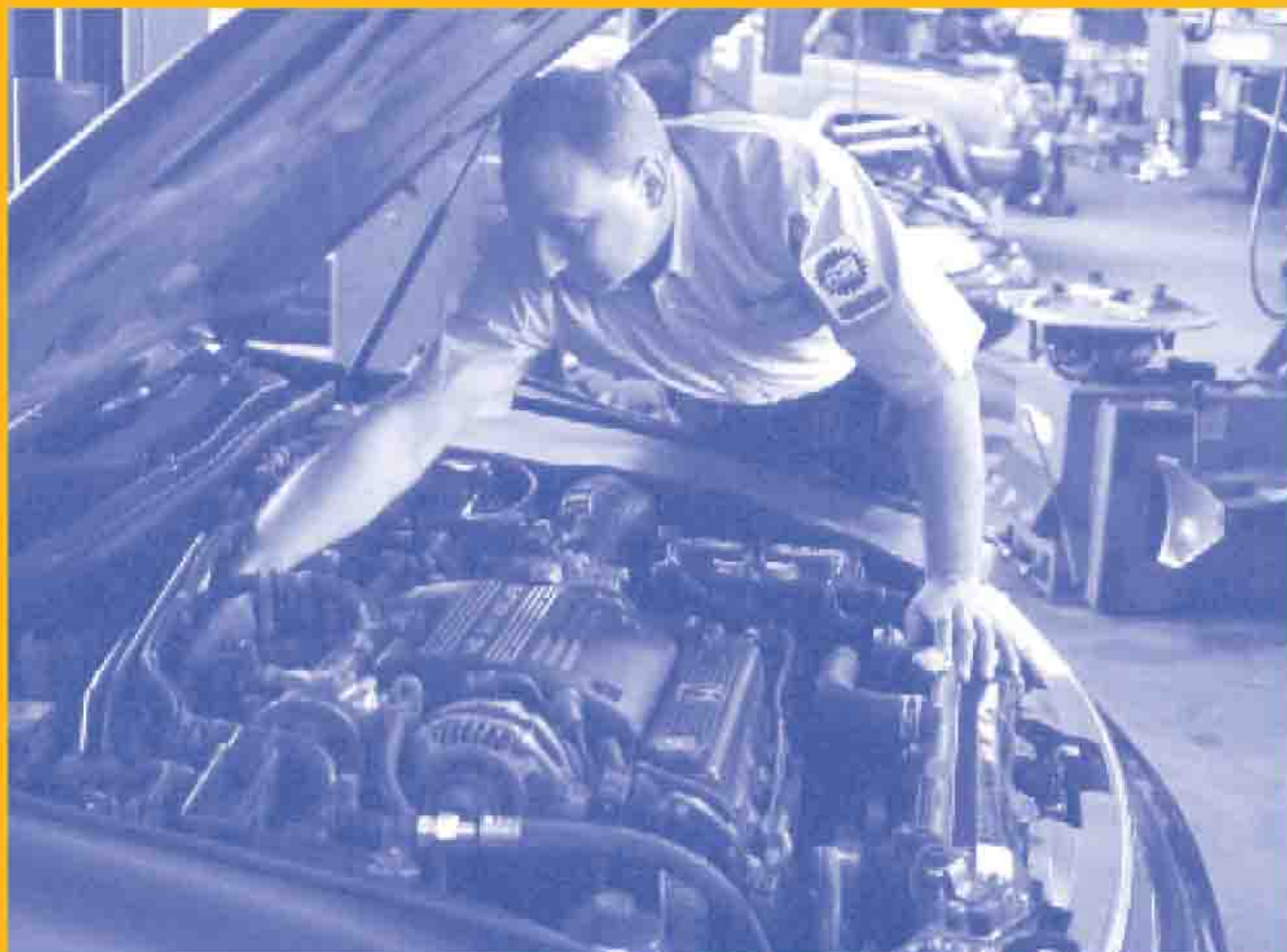
# Help Us Help You

Our ASE-certified technicians want to make sure your vehicle is fixed right the first time. Just like when you visit your doctor, communication is an important part of the diagnosis process. The more you can tell us about your vehicle's recent "behavior," the better.

## Tips for Great Communication

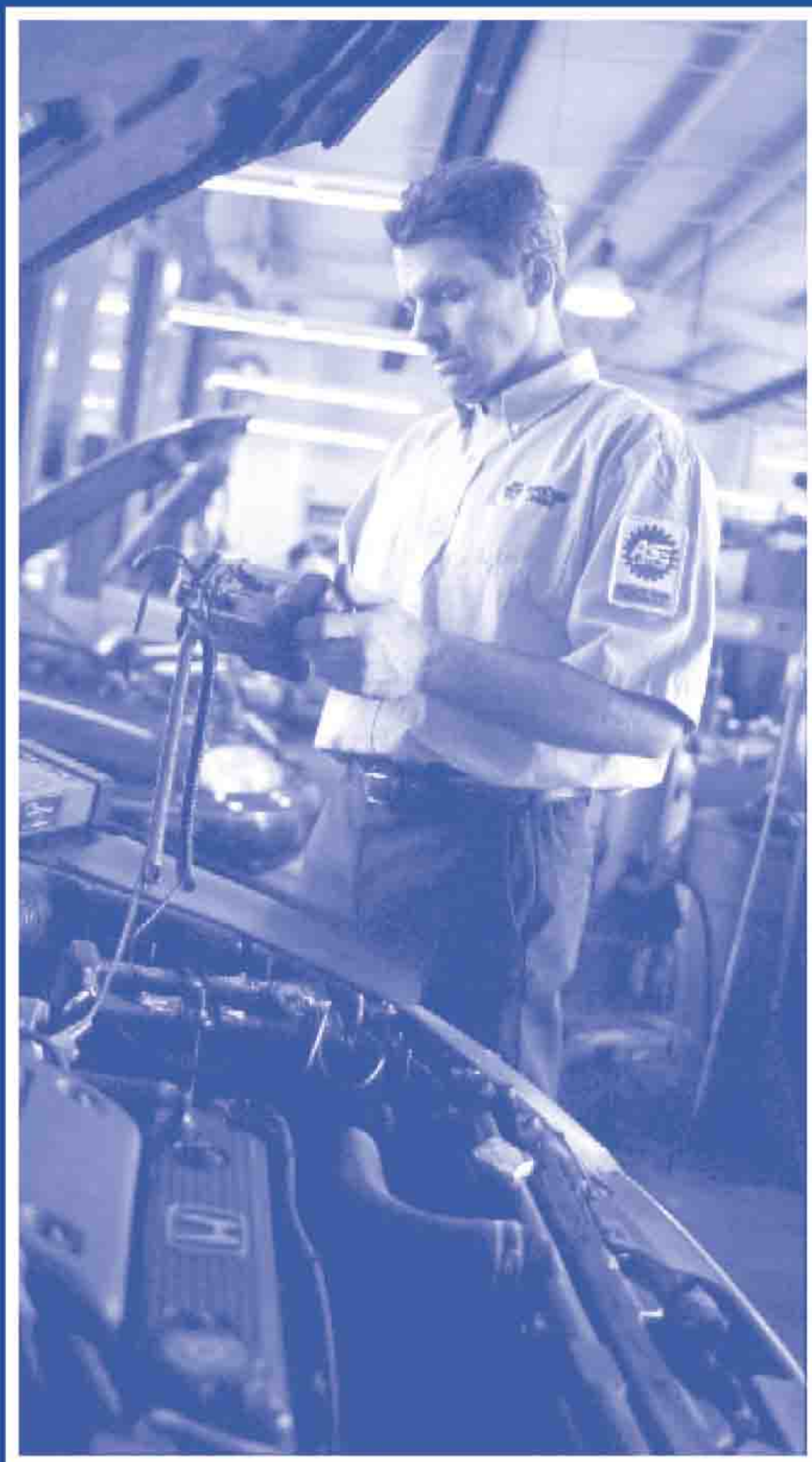
- Note any changes in how your vehicle sounds, smells or handles.
- Have one of our technicians go for a road test with you in your vehicle, if possible.
- When a problem occurs, pay attention to — and write down — details such as whether the engine is cold or warm, the vehicle is facing downhill or uphill, etc.
- Please don't tell us what to fix. Tell us what symptoms you are experiencing so we can consider all possibilities and correctly diagnose the problem.
- Don't be embarrassed to tell us that you've worked on the vehicle yourself, taken it to another service facility or that the repair needed is long overdue.
- Whenever possible, make an appointment so we can give you prompt, undivided attention.
- Leave us a phone number where we can contact you to discuss our diagnosis or test results.

## Your Complete Satisfaction Is Our Goal!



# Preventive Maintenance

can help improve the way your vehicle runs, performs *and* sounds.



**Ask us about a customized  
plan for your vehicle!**



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PMK-012