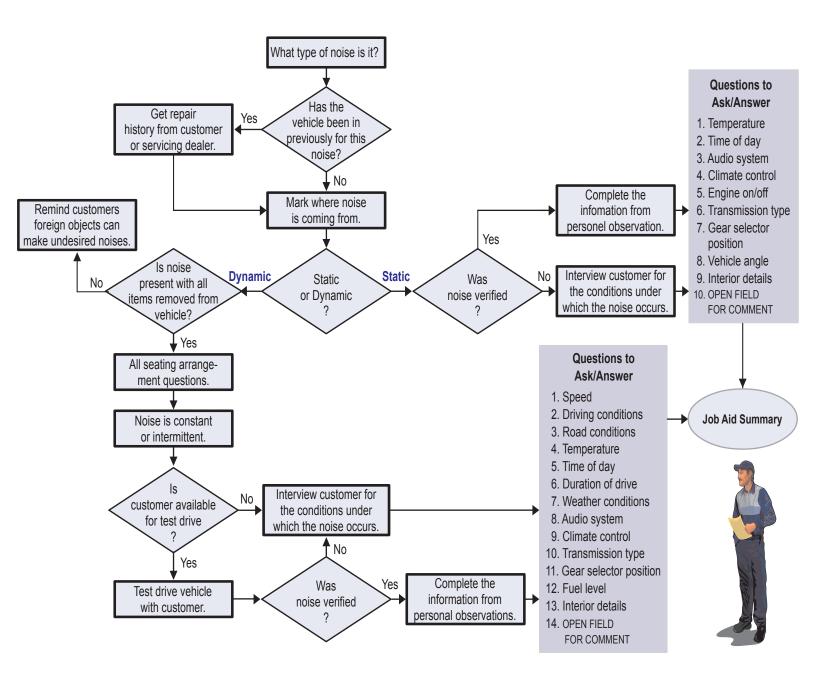
Noise Questionnaire Logic



Static Noise Questionnaire

For noises that <u>DO NOT</u> require the vehicle to be driven.

2	What kind of noise is it? Has the vehicle been in	☐ Chafing ☐ Clid ☐ Chattering ☐ Clid ☐ Chirping ☐ Clu ☐ Clacking ☐ Cra	apping ashing attering cking aking anking	☐ Creaking ☐ Croaking ☐ Crunching ☐ Droning ☐ Drumming ☐ Fluttering ☐ Grating ☐ Grinding ☐ Groaning	☐ Growling ☐ Gurgling ☐ Hissing ☐ Hooting ☐ Howling ☐ Humming ☐ Jingling ☐ Knocking ☐ Moaning ☐ If no Co	☐ Oil Canning ☐ Pattering ☐ Pinging ☐ Popping ☐ Pounding ☐ Rapping ☐ Rattling ☐ Roaring ☐ Rumbling	☐ Scratching ☐ Screeching ☐ Slapping ☐ Squeaking ☐ Squealing ☐ Tickling ☐ Whining ☐ Whistling ☐ Zapping
3	previously for the noise? Was the previous repair done at this dealership?	□ Yes □ No			If yes At	ontinue with the next que tach previous RO to new tach repair history from o previous servicing deale	v ticket. customer
4	Indicate where noise is coming from.	Mark the areas in the in					
5	How long have you been hearing this noise?	Days Weeks Months Year					
6	Have the customer demonstrate the noise.						
7	Was the customer able to demonstrate the noise?	□ Yes □ No			ob	omplete questions from p servations. omplete from customer i	

Static Noise Questionnaire

For noises that <u>DO NOT</u> require the vehicle to be driven.

8	What is the approximate temperature at time of noise?	Inside Vehicle □ Below 30° F □ 30° - 39° F □ 40° - 49° F □ 50° - 59° F □ 60° - 69° F	☐ 70° - 79° F ☐ 80° - 89° F ☐ 90° - 99° F ☐ Above 100° F ☐ Any temperature						
9	What is the approximate temperature at time of noise?	Outside Vehicle □ Below 30° F □ 30° - 39° F □ 40° - 49° F □ 50° - 59° F □ 60° - 69° F	☐ 70° - 79° F ☐ 80° - 89° F ☐ 90° - 99° F ☐ Above 100° F ☐ Any temperature						
10	What time of day did you hear the noise?	☐ Early morning (5 a ☐ Morning (9 am - n ☐ Afternoon (noon - ☐ Evening (4pm - 8 ☐ Night (8pm - 5 am ☐ Any time of day	oon) 4 pm) pm)						
11	Was the audio system on or off when you heard the noise?	□ Off □ On □ Either	If on	What is th 1-5 6-10 11-20 21-30 What type Rock Pop Classica Country What is th CD / DV PC Card Auxiliary	31 Mi Ar e of mus al al ae audio //D Audio d Slot y Input	I-40 aximum ny Volume sic? Rap/R&B Talk Radid Any Type	o □ FM □ AM □ XM		
12	Which of the following were turned on when you heard the noise?	☐ Air Conditioner ☐ Heater ☐ Both AC and Hea ☐ Climate Control (A		□ 58 □ 59 □ 60 □ 61	ontrol S ☐ 63 ☐ 64 ☐ 65 ☐ 66 ☐ 67 ☐ 68	69	□ 75 □ 76 □ 77 □ 78 □ 79 □ 80	□ 81 □ 82 □ 83 □ 84 □ 85 □ 86	□ 87 □ 88 □ HI
13	Was the engine on or off when you heard the noise?	☐ Off ☐ On ☐ Either		If On or E If Off Co				14.	

Static Noise Questionnaire

For noises that <u>DO NOT</u> require the vehicle to be driven.

14	What kind of transmission does your vehicle have?	☐ Automatic ☐ Manual			
15	What gear is the vehicle in when you hear the noise?	Automatic □ Park □ Reverse □ Neutral □ Drive □ Automatic □ Other (please specify)		Manual □ 1st □ 6th □ 2nd □ Reverse □ 3rd □ Manual □ 4th □ Any Gear □ 5th	
16	On what road angle was the vehicle when you heard the noise from the driver's perspective?	□ No Slope □ No Tilt	□ Incline □ Tilt Right	□ Decline □ Tilt Left	
17	Indicate the position of the following components when the noise is heard.	Glove Box Glove Box Open Glove Box Closed Doors Doors Doors Open Doors Closed	Trunk/Tailgate Trunk/Tailgate Open Trunk/Tailgate Closed Windows Windows Open Windows Closed Windows Partially Open	Moonroof (if equipped) ☐ Moonroof Open ☐ Moonroof Closed ☐ Moonroof Tilt None ☐ Everything Closed	
18	Please provide any additional information about the noise.				
19	Do any actions/conditions quiet or cancel the noise?	□ Yes □ No			

2	What kind of noise is it? Has the vehicle been in previously for the noise?	□ Banging □ Clanking □ Bonging □ Clapping □ Booming □ Clashing □ Buzzing □ Clattering □ Chafing □ Clicking □ Chattering □ Clinking □ Chirping □ Clunking □ Clacking □ Cracking □ Clanging □ Crackling	☐ Creaking ☐ Croaking ☐ Crunching ☐ Droning ☐ Drumming ☐ Fluttering ☐ Grating ☐ Grinding ☐ Groaning	□ Growling □ Oil Canning □ Scratching □ Gurgling □ Pattering □ Screeching □ Hissing □ Pinging □ Slapping □ Hooting □ Popping □ Squeaking □ Howling □ Pounding □ Squealing □ Humming □ Rapping □ Tickling □ Jingling □ Rattling □ Whining □ Knocking □ Roaring □ Whistling □ Moaning □ Rumbling □ Zapping If no Continue to question 4. If yes Continue with the next question.
3	Was the previous repair done at this dealership?	☐ Yes ☐ No		If yes Attach previous RO to new ticket. If no Attach repair history from customer or previous servicing dealer.
4	Indicate where noise is coming from.	(Mark the areas in the image.)		
5	How long have you been hearing this noise?	Day Weeks Months Years		
6	Are there any items in the following areas?	☐ Trunk ☐ Coin ☐ Cargo Area ☐ Cent ☐ Map Pockets ☐ None ☐ Glove Box	er Console	
7	If you remove those items does the noise go away?	☐ Yes ☐ No		If yes Please remind the customer that foreign objects can make undesired noises. If no Continue to question 8.

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8	Which person heard the noise?	Select the seats in the image.		
9	Which seats were occupied when you heard the noise?	Select the seats in the image.		
10	When is the noise heard?	☐ All of the time ☐ Some of the time		
11	Is the customer available for a test drive?	□ No □ Yes		If yes Test drive vehicle with customer. If no Continue to question 13.
12	Was the customer able to demonstrate the noise?	□ No □ Yes		If yes Complete questions from personal observations. If no Complete from customer interview.
13	At what speed do you hear the noise?	☐ Less than 25 MPH ☐ 26 - 55 MPH ☐ Over 55 MPH ☐ Any Speed		
14	Under which driving conditions do you hear the noise?	Acceleration ☐ Cruising Steadily ☐ Light Acceleration ☐ Heavy Acceleration	Turning □ Enteri □ Left To □ Right	
		Slowing/Stopping ☐ Light Braking ☐ Heavy Braking ☐ Light Deceleration (No Brakes A ☐ Downshifting		ecial Conditions
15	On which road surfaces do you hear the noise? (Select all that apply.)	□ Large bumps (speed bumps driv □ Small bump (imperfections) □ Smooth roads □ Rough roads	reway curbs)	

16	What is the approximate	Inside Vehicle				
	temperature at time of	☐ Below 30° F	□ 70° - 79° F			
	noise?	□ 30° - 39° F	□ 80° - 89° F			
		□ 40° - 49° F	□ 90° - 99° F			
		□ 50° - 59° F	☐ Above 100° F			
		□ 60° - 69° F	☐ Any temperature			
			_ runy temperature			
17	What is the approximate temperature at time of	Outside Vehicle				
	noise?	☐ Below 30° F	□ 70° - 79° F			
		□ 30° - 39° F	□ 80° - 89° F			
		□ 40° - 49° F	□ 90° - 99° F			
		□ 50° - 59° F	☐ Above 100° F			
		□ 60° - 69° F	☐ Any temperature			
18	What time of day did you	☐ Early morning (5				
	hear the noise?	☐ Morning (9 am - r	•			
		☐ Afternoon (noon ·				
		 □ Evening (4pm - 8 □ Night (8pm - 5 and 1) 				
		☐ Any time of day	11)			
19	How long do you drive the	☐ Fewer than 10 m	inutoe			
13	vehicle before hear the	☐ Between 10 and				
	noise?	☐ More than 30 mir				
20	Once present, does the	□ No □ Yes		If no Contin	ue to question 2	2
20	noise ever go away	110 1100			ue with the next	
21	How long is the noise	☐ Fewer than 10 m	inutes			
	present before it goes away?	☐ Between 10 and				
	away :	☐ More than 30 mir	nutes			
22	Under which of the follow-	□ Dry				
	ing weather conditions do you hear the noise?	□ Wet				
	you near the noise:	□ Snow				
		□ Ice □ Any				
				1		
23	Was the audio system on or off when you heard the	□ Off	lf on	What is the vo		
	noise?	□ On □ Either	If on	□ 1-5	31-40	
				□ 6-10	Maximum	
				□ 11-20	Any Volume	
				□ 21-30		
				What type of n		
				□ Rock	□ Rap/R&B	
				□ Рор	☐ Talk Radio	
				☐ Classical	☐ Any Type	
				☐ Country		
				What is the au		
				□ CD / DVD A		□ FM
				☐ PC Card Slo		□ AM
				☐ Auxiliary Inp		□ XM
				□ DVD Enterta	inment System	☐ Any Source

24	Which of the following were turned on when you heard the noise?	☐ Air Conditioner ☐ Heater ☐ Both AC and Heater ☐ Climate Control (Auto) ☐ None		Climate LO 58 59 60 61 62	Control \$ □ 63 □ 64 □ 65 □ 66 □ 67 □ 68	69 70 71 72 73 74	□ 75 □ 76 □ 77 □ 78 □ 79 □ 80	□ 81 □ 82 □ 83 □ 84 □ 85 □ 86	□ 87 □ 88 □ HI
25	What kind of transmission does your vehicle have?	☐ Automatic ☐ Manual							
26	What gear is the vehicle in when you hear the noise?	Automatic □ Park □ Reverse □ Neutral □ Drive □ Automatic □ Other (please specify)		Manual ☐ 1st ☐ 2nd ☐ 3rd ☐ 4th ☐ 5th	□М	h everse anual ny Gear			
27	What was the approximate fuel level when you heard the noise?	☐ Full ☐ 3/4 ☐ 1/2 ☐ 1/4 ☐ Empty ☐ Any Fuel Level							
28	Indicate the position of the following components when the noise is heard.	Windows ☐ Windows Open ☐ Windows Closed ☐ Windows Partially Open	Moonroof (if equipped) ☐ Moonroof Open ☐ Moonroof Closed ☐ Moonroof Tilt		erything C	losed			
29	Please provide any additional information about the noise.								
30	Do any actions/conditions quiet or cancel the noise?	□ Yes □ No							

Helpful Noise Descriptions ("The noise sounds like...")

Banging	Slamming a wooden screen door	Growling	Dog protecting his food
Bonging	Hitting a large gong	Gurgling	Water down a bathtub drain
Booming	Rumble of distant thunder	Hissing	Leaking tire
Buzzing	Electric razor	Hooting	Owl call
Chafing	Rubbing dry hands together	Howling	Wind blowing through a leaky door
Chattering	Windshield wipers across a dry windshield	Humming	High-voltage transformer
Chirping	Bird or cricket call	Jingling	Keys hitting each other
Clacking	Railroad car wheels roling on a track	Knocking	Knuckles rapping on a wooden door
Clanging	Dinner bel or cow bell	Moaning	Blowing across the top of an empty bottle
Clanking	Wrench dropped on concrete	Oil canning	Flexing a metal gas can or bending a saw blade
Clapping	Hands clapping	Pattering	Rain drops hitting a window pane
Clashing	Cymbals hitting together	Pinging	Pebbles roling around in a tin can
Clattering	Faling bowling pins	Popping	A cork coming out of a champagne bottle
Clicking	Extending and retracting a balpoint pen	Pounding	Hitting your fist on a desktop
Clinking	Empty bottles hitting each other	Rapping	Judge using a gavel
Clunking	Slamming a heavy wooden door	Rattling	A baby rattle
Cracking	Ice cubes breaking when dropped in water	Roaring	Speeding 4x4 truck with off-road tires
Crackling	Wood burning in a fireplace	Rumbling	Bowling ball roling down an aley
Creaking	Opening a door with rusty hinges	Scratching	Rubbing two pieces of paper together
Croaking	Frog cal	Screeching	Fingernails going across a chalkboard
Crunching	Walking on dry snow	Slapping	Dribbling a basketbal on a hardwood floor
Droning	Distant propeller-driven airplane	Squeaking	Wet shoes on a hardwood floor
Drumming	Nervous fingers tapping on a desk	Squealing	Skidding tires or a loose fan belt
Fluttering	Flag flapping in the wind	Ticking	Tapping a pencil point on a desk
Grating	Shovel raking over pavement	Whining	Distant siren
Grinding	Sharpening a tool on a grinding wheel	Whistling	Steam coming out of a tea kettle
Groaning	Twisting wooden beam on a ship	Zapping	An electrical shock