

Customer Concern Verification Sheet Brakes – Steering / Suspension

SYMPTOM (Check All That Apply)

- Vehicle pulls right – When _____ Suspension bottoms out Sits uneven
 Vehicle pulls left – When _____ Leans or sways in corners “Dog “ tracks
 Steering wheel vibrates at _____ MPH (km) Brake light on ABS light on Excessive play in steering Traction control light on Soft ride Uneven tire wear
 Erratic steering when braking Poor steering wheel return after cornering

Hard to Steer:

- Effort Wanders Steering wheel off center

Shimmy/Vibration (Check box for location):

- Front Rear Don't know Seat Floor Other _____

Brake Pedal:

- Noise Pulses Squeaks Hard Mushy Excessive travel

WHEN DOES IT OCCUR?

- Cold days Hot days Wet / rain All the time Unable to duplicate Parking maneuvers At road speed Accelerating
 Decelerating Intermittent and unable to duplicate Intermittent but can be duplicated (explain below)

Explain: _____

Comments

For Dealer Use Only:

VIN: _____ Miles (km): _____ Technician #: _____ Advisor #: _____