

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:**

And When You Hear It

Type of Noise (from list at left) - _____

How fast were you traveling when the noise occurred?
_____ km

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

Type of Noise (from list at left) - _____

How fast were you traveling when the noise occurred?
_____ km

What was the weather like? (e.g. heavy rain) _____

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The vehicle is parked and you are turning the steering wheel to the Left Right Both

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 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 _____ km

Just after engine has started

I'm driving at about _____ km

Accelerating: Hard Normal

Decelerating to a stop: Hard Normal

Going up a hill

Turning: Left Right Both Ways

Other: _____