

Static Noise Questionnaire

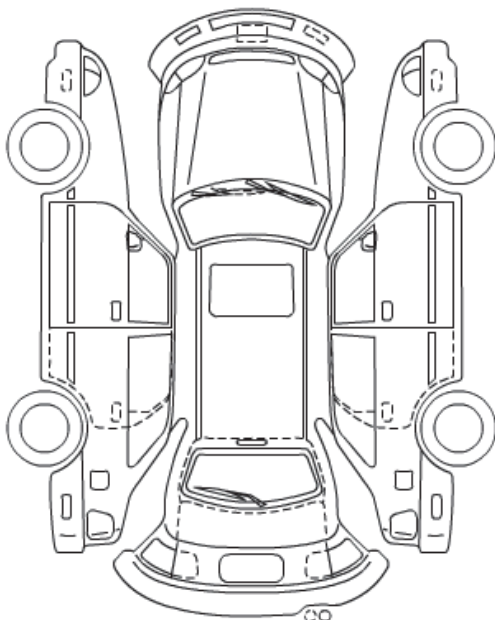
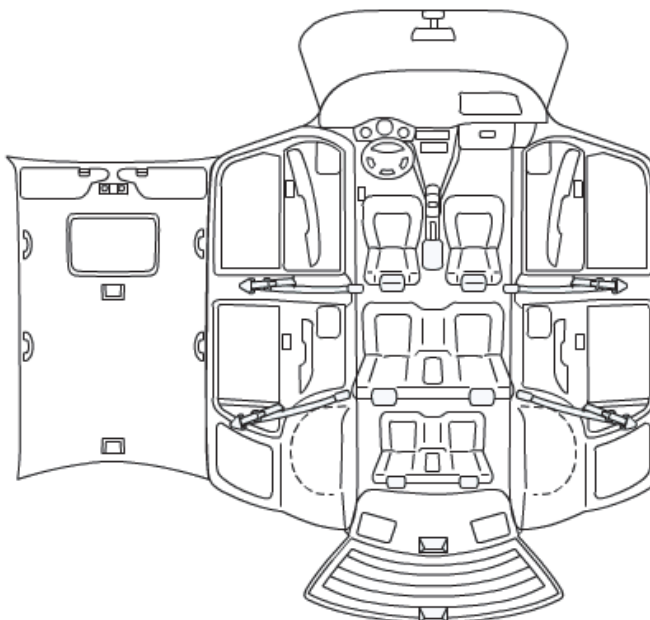
Customer Signature _____

1. What kind of noise is it?
- | | | | | | |
|-------------------------------------|-------------------------------------|-------------------------------------|-----------------------------------|--------------------------------------|-------------------------------------|
| ☐ Banging | ☐ Clanking | ☐ Creaking | ☐ Growling | ☐ Oil Canning | ☐ Scratching |
| ☐ Bonging | ☐ Clapping | ☐ Croaking | ☐ Gurgling | ☐ Pattering | ☐ Screeching |
| ☐ Booming | ☐ Clashing | ☐ Crunching | ☐ Hissing | ☐ Pinging | ☐ Slapping |
| ☐ Buzzing | ☐ Clattering | ☐ Droning | ☐ Hooting | ☐ Popping | ☐ Squeaking |
| ☐ Chaffing | ☐ Clicking | ☐ Drumming | ☐ Howling | ☐ Pounding | ☐ Squealing |
| ☐ Chattering | ☐ Clinking | ☐ Fluttering | ☐ Humming | ☐ Rapping | ☐ Tickling |
| ☐ Chirping | ☐ Clunking | ☐ Grating | ☐ Jingling | ☐ Rattling | ☐ Whining |
| ☐ Clacking | ☐ Cracking | ☐ Grinding | ☐ Knocking | ☐ Roaring | ☐ Whistling |
| ☐ Clanging | ☐ Crackling | ☐ Groaning | ☐ Moaning | ☐ Rumbling | ☐ Zapping |

2. Has the vehicle been in previously for the noise? ☐ Yes ☐ No *If No... Continue to question 4.*

3. Has the vehicle ever been serviced for this problem or symptom? ☐ Yes ☐ No *If Yes... Please explain: Where and what was determined.*
- _____
- _____

4. Indicate where noise is coming from. Mark the areas in the image.



5. How long have you been hearing this noise? _____ Days _____ Weeks _____ Months _____ Year

6. At what speed do you hear the noise? _____ Less than 25mph _____ 26-55mph _____ Over 55mph _____ any speed



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7. What is the approximate temperature at time of noise?

Inside Vehicle

- | | |
|--------------------------------------|--|
| ☐ 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 |

8. What is the approximate temperature at time of noise?

Outside Vehicle

- | | |
|--------------------------------------|--|
| ☐ 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 |

9. What time of day did you hear the noise?

- | | |
|--|---|
| ☐ Early morning (5 am - 9 am) | ☐ Evening (4pm - 8 pm) |
| ☐ Morning (9 am - noon) | ☐ Night (8pm - 5 am) |
| ☐ Afternoon (noon - 4 pm) | ☐ Any time of day |

10. Was the audio system on or off when you heard the noise?

- ☐ Off ☒ **ON** ☐ Either

If ON...

What is the volume level?

- | | |
|--------------------------------|-------------------------------------|
| ☐ 1-5 | ☐ 31-40 |
| ☐ 6-10 | ☐ Maximum |
| ☐ 11-20 | ☐ Any Volume |
| ☐ 21-30 | |

What is the audio source?

- | | |
|---|---|
| ☐ CD/DVD Audio | ☐ FM or AM |
| ☐ USB Input | ☐ Bluetooth® Audio / Phone |
| ☐ Auxiliary Input | ☐ SiriusXM® |
| ☐ DVD Entertainment System | ☐ Other _____ |

11. Which of the following were turned on when you heard the noise?

- ☐ Air Conditioner
☐ Heater
☐ Both AC and Heater
☒ **Climate Control (Auto)**
☐ None

Climate Control Setting

- | | | | | | |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| ☐ LO | ☐ 63 | ☐ 69 | ☐ 75 | ☐ 81 | ☐ 87 |
| ☐ 58 | ☐ 64 | ☐ 70 | ☐ 76 | ☐ 82 | ☐ 88 |
| ☐ 59 | ☐ 65 | ☐ 71 | ☐ 77 | ☐ 83 | ☐ HI |
| ☐ 60 | ☐ 66 | ☐ 72 | ☐ 78 | ☐ 84 | |
| ☐ 61 | ☐ 67 | ☐ 73 | ☐ 79 | ☐ 85 | |
| ☐ 62 | ☐ 68 | ☐ 74 | ☐ 80 | ☐ 86 | |

12. Was the engine on or off when you heard the noise?

- ☐ Off
☐ On
☐ Either

If **On** or **Either** ... Continue to question 14.

If **Off**... Continue with the question 16.

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13. What kind of transmission does your vehicle have? ☐ Automatic or CVT ☐ Manual

14. What gear is the vehicle in when you hear the noise?

Automatic or CVT

- ☐ Park
☐ Reverse
☐ Neutral
☐ Drive
☐ Other (please specify)

Manual

- ☐ 1st
☐ 2nd
☐ 3rd
☐ 4th
☐ 5th
☐ 6th
☐ Reverse
☐ Any Gear

15. On what road angle was the vehicle when you heard the noise from the driver's perspective?



☐ No Slope



☐ Incline



☐ Decline



☐ No Tilt



☐ Tilt Right



☐ Tilt Left

16. Indicate the position of the following components when the noise is heard.

Glove Box

- ☐ Glove Box Open
☐ Glove Box Closed

Trunk/Tailgate

- ☐ Trunk/Tailgate Open
☐ Trunk/Tailgate Closed

Moonroof (if equipped)

- ☐ Moonroof Open
☐ Moonroof Closed
☐ Moonroof Tilt

Doors

- ☐ Doors Open
☐ Doors Closed

Windows

- ☐ Windows Open
☐ Windows Closed
☐ Windows Partially Open

None

- ☐ Everything Closed

17. Please provide any additional information about the noise.

18. Do any actions/conditions quiet or cancel the noise? ☐ Yes ☐ No

Static Noise Questionnaire

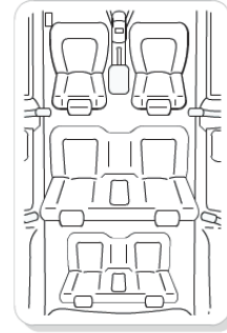
19. Are there any items in the following areas?
- | | | | |
|-------------------------------------|--------------------------------------|---|-------------------------------|
| ☐ Trunk | ☐ Map Pockets | ☐ Coin Trays | ☐ None |
| ☐ Cargo Area | ☐ Glove Box | ☐ Center Console | |

20. If you remove those items does the noise go away?
- ☐ Yes ☐ No

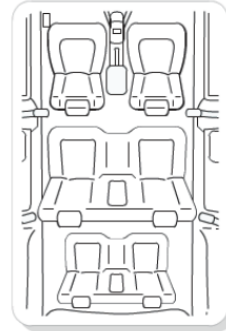
If Yes... Please remind the customer that foreign objects can make undesired noises.

If No... Continue to question 21.

21. Which person heard the noise? Mark the seats in the image.



22. Which seats were occupied when you heard the noise? Mark the seats in the image.



23. When is the noise heard?
- ☐ All of the time ☐ Some of the time

24. Under which driving conditions do you hear the noise?

Acceleration

- ☐ Cruising Steadily
☐ Light Acceleration
☐ Heavy Acceleration

Turning

- ☐ Entering/Exiting Driveways
☐ Left Turns
☐ Right Turns

Slowing/Stopping

- ☐ Light Braking
☐ Heavy Braking
☐ Light Deceleration (No Brakes Applied)
☐ Downshifting

None

- ☐ No Special Conditions

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25. On which road surfaces do you hear the noise? (Select all that apply.)
- | | |
|---|---------------------------------------|
| ☐ Large bumps (speed bumps driveway curbs) | ☐ Smooth roads |
| ☐ Small bump (imperfections) | ☐ Rough roads |

26. How long do you drive the vehicle before hear the noise?
- | | |
|--|---|
| ☐ Fewer than 10 minutes | ☐ More than 30 minutes |
| ☐ Between 10 and 30 minutes | |

27. Once present, does the noise ever go away ☐ No ☐ Yes
- If **NO**... Continue to question 29.
If **YES**... Continue with the next question.

28. How long is the noise present before it goes away?
- | | |
|--|---|
| ☐ Fewer than 10 minutes | ☐ More than 30 minutes |
| ☐ Between 10 and 30 minutes | |

29. Under which of the following weather conditions do you hear the noise?
- | | |
|-------------------------------|--|
| ☐ Dry | ☐ Ice |
| ☐ Wet | ☐ Any |
| ☐ Snow | |
| ☐ Off | ☒ ON ☐ Either |

If ON...**What is the volume level?**

- | | |
|--------------------------------|-------------------------------------|
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- | | |
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| ☐ DVD Entertainment System | ☐ Other _____ |

Helpful Noise Descriptions

("The noise sounds like...")

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