

**Squeak & Rattle Diagnostic Worksheet (Front)**

**SQUEAK AND RATTLE TROUBLE DIAGNOSIS**

**Diagnostic Worksheet**

NIS0015U



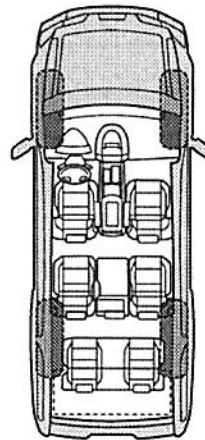
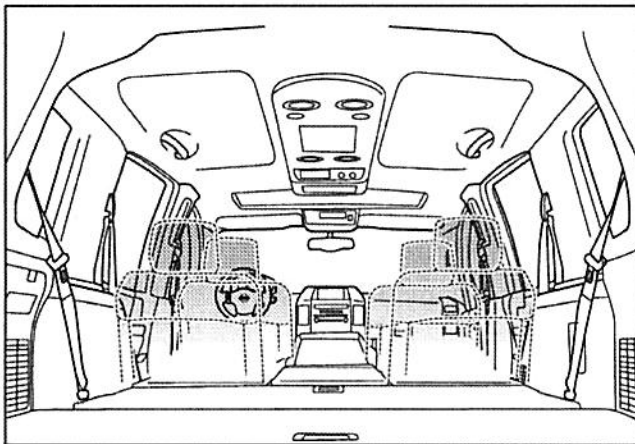
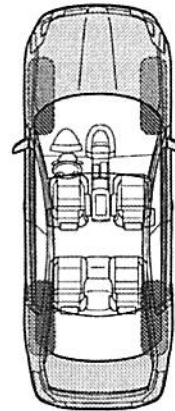
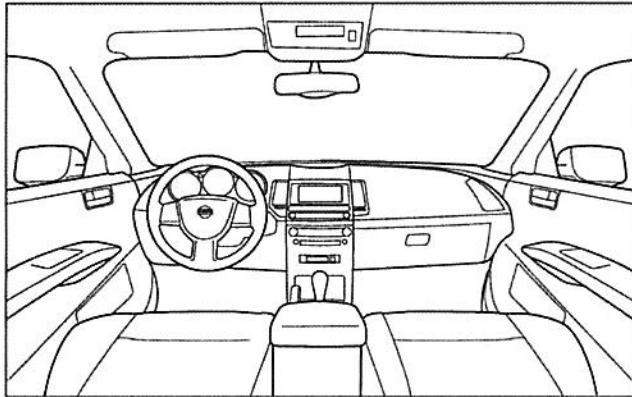
**SQUEAK & RATTLE  
DIAGNOSTIC WORKSHEET**

Dear Nissan Customer:

We are concerned about your satisfaction with your Nissan vehicle. Repairing a squeak or rattle sometimes can be very difficult. To help us fix your Nissan right the first time, please take a moment to note the area of the vehicle where the squeak or rattle occurs and under what conditions. You may be asked to take a test drive with a service advisor or technician to ensure we confirm the noise you are hearing.

**I. WHERE DOES THE NOISE COME FROM? (circle the area of the vehicle)**

The illustrations are for reference only, and may not reflect the actual configuration of your vehicle.



Continue to page 2 of the worksheet and briefly describe the location of the noise or rattle. In addition, please indicate the conditions which are present when the noise occurs.

**APPENDICES**

**Squeak & Rattle Diagnostic Worksheet (Back)**

**SQUEAK AND RATTLE TROUBLE DIAGNOSIS**

**SQUEAK & RATTLE DIAGNOSTIC WORKSHEET - page 2**

Briefly describe the location where the noise occurs:

\_\_\_\_\_  
\_\_\_\_\_

**II. WHEN DOES IT OCCUR?** (please check the boxes that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> anytime                      | <input type="checkbox"/> after sitting out in the sun |
| <input type="checkbox"/> 1st time in the morning      | <input type="checkbox"/> when it is raining or wet    |
| <input type="checkbox"/> only when it is cold outside | <input type="checkbox"/> dry or dusty conditions      |
| <input type="checkbox"/> only when it is hot outside  | <input type="checkbox"/> other:                       |

**III. WHEN DRIVING:**

- through driveways
- over rough roads
- over speed bumps
- only about \_\_\_\_ mph
- on acceleration
- coming to a stop
- on turns: left, right or either (circle)
- with passengers or cargo
- other: \_\_\_\_\_
- after driving \_\_\_\_ miles or \_\_\_\_ minutes

**IV. WHAT TYPE OF NOISE**

- squeak (like tennis shoes on a clean floor)
- creak (like walking on an old wooden floor)
- rattle (like shaking a baby rattle)
- knock (like a knock at the door)
- tick (like a clock second hand)
- thump (heavy, muffled knock noise)
- buzz (like a bumble bee)

**TO BE COMPLETED BY DEALERSHIP PERSONNEL**

**Test Drive Notes:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

|  | YES                      | NO                       | Initials of person performing |
|--|--------------------------|--------------------------|-------------------------------|
| Vehicle test driven with customer                  | <input type="checkbox"/> | <input type="checkbox"/> | _____                         |
| - Noise verified on test drive                     | <input type="checkbox"/> | <input type="checkbox"/> | _____                         |
| - Noise source located and repaired                | <input type="checkbox"/> | <input type="checkbox"/> | _____                         |
| - Follow up test drive performed to confirm repair | <input type="checkbox"/> | <input type="checkbox"/> | _____                         |

VIN: \_\_\_\_\_ Customer Name: \_\_\_\_\_

WO.# \_\_\_\_\_ Date: \_\_\_\_\_

This form must be attached to Work Order