



"WRITE-UP" JOB AID

A SENSE OF CUSTOMER SATISFACTION

REPAIR ORDER # _____

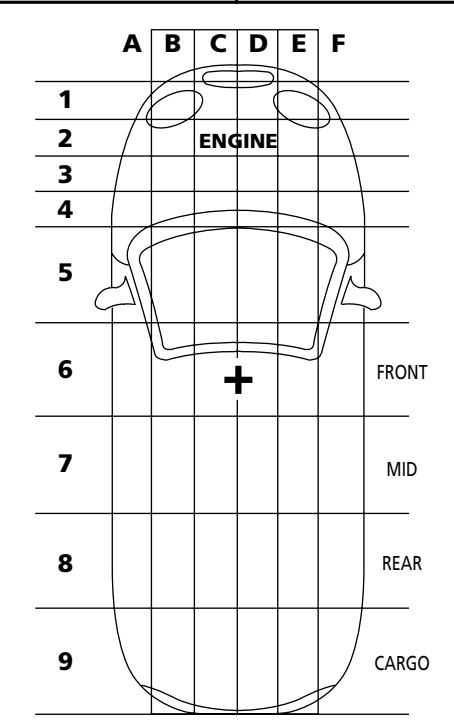
REPAIR REQUEST # _____

SPECIFIC SENSE IDENTIFICATION AND LOCATION ON VEHICLE OF CUSTOMER SYMPTOM(S)

INSTRUCTIONS: Check below sense affected **and** location of concern on the generic vehicle illustration (darken the vehicle area). **Plus** circle appropriate responses to the right.

NOTE: Shaded backgrounds indicate **caution** areas. Selection of two or more caution areas "flag" difficult repairs. In general, shaded areas are the more difficult to verify and repair, and **require** all applicable columns to be completed.

	SEE YES <input type="checkbox"/>		FEEL YES <input type="checkbox"/>
	HEAR YES <input type="checkbox"/>		SMELL YES <input type="checkbox"/>



VEHICLE SYMPTOM AREA	HOW OFTEN?	VEHICLE OPERATING MODE	VEHICLE CONDITIONS	VEHICLE SPEED (km/h)	WHEN VEHICLE IS?	AMBIENT CONDITION
Front of Vehicle	Always	Start Up	Accessories On	0	Turning Left	(- ___ ° to -21°C)
Engine Compartment	Daily <input type="checkbox"/> A.M. <input type="checkbox"/> P.M.	Idle	(define below)	1-15	Turning Right	Below Freezing (-20° to -5°C)
Dash	Conditional	Gear Selection	Windows Open	16-29	Over Bumps	Below Freezing (-5° to -0°C)
Steering Wheel	Weekly	Accel Light	4 x 4	30-49	Up Hills	Temp -1° to 10°C
Accelerator Pedal	Monthly	Accel Moderate	Hauling	50-64	Down Hills	Temp -11° to 20°C
Brake Pedal	Intermittent	Accel Heavy	Towing	65-79	Upshifting	Temp -21° to 30°C
Clutch Pedal	Unknown	Steady Speed	Snow Plowing	80-94	Downshifting	Temp -31°C+
Shift Lever/Knob		Deceleration	Other (define below)	95-109	Parked	Sunny
Seat		Coast Down		110+	In Traffic	Dry
Rear of Vehicle		Braking Soft	ROAD SURFACE	ENGINE TEMP		Windy
Top of Vehicle		Braking Normal				Wet/Humid
Floor Pan		Braking Hard	Smooth Paved	Cold		Rain
Under Vehicle		Neutral	Rough Paved	Normal		Snow
Other (define below)		Reverse	Bumpy	Hot		Ice
		Other (define below)	Wet			Other (define below)

DEALER VERIFICATION	WHAT THE CUSTOMER SAID / REPAIR REQUEST(S)																																	
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OASIS SYMPTOM CODE(S)	VIN NUMBER																																
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Descriptions of Noises:

- boom** - Low, resonant sound, like a drum roll or distant thunder
- chatter** - Rapidly repeating metallic sound, like teeth chattering
- chuckle** - Rapid noise, like a stick against spokes of a spinning bicycle wheel
- click** - Light sound, like a ballpoint pen being clicked
- groan** - Continuous, low-pitched sound, like a person groaning
- hiss** - Continuous sound, like air escaping from a balloon
- knock** - Heavy, loud, repeating sound, like a knock on a door
- rattle** - A sound suggesting looseness, such as marbles rolling around in a can
- rumble** - Low, heavy, continuous sound, like thunder or wagons
- squeal** - Continuous, high-pitched sound, like a tire on pavement
- whir** - High-pitched, buzzing sound, like an electric drill or motor
- buzz** - Low-pitched sound, something like a bee: usually associated with vibrations
- chirp** - High-pitched, melodious sound that repeats rapidly, like a bird
- clang** - Heavy sound of metal-to-metal, like a gong
- grind** - Abrasive sound, like a grinding wheel or sandpaper rubbing against wood
- growl** - Low, guttural sound, like an angry dog
- hum** - Continuous sound at varying pitches, like a wire humming in the wind
- ping** - Similar to knock, but at a higher pitch
- roar** - Deep, prolonged sound, like a lion's roar
- squeak** - High-pitched sound, like rubbing a clean window
- tap** - Light, hammering sound, like tapping a pencil on a table
- whistle** - Sharp, shrill sound, like a tin whistle