

# CUSTOMER INTERVIEW SHEET



## INSTRUCTIONS

The interview should be conducted and the sheet filled out by personnel trained in NVH diagnosis.  
Please fill in or check all areas with the appropriate response, enter N/A if it does apply.  
The details collected during the interview are critical in successfully resolving the complaint.

## CUSTOMER DATA

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Telephone #: \_\_\_\_\_ RO #: \_\_\_\_\_

## VEHICLE DATA

Model/Year: \_\_\_\_\_ Mileage: \_\_\_\_\_  
VIN #: \_\_\_\_\_  
Is the customer the primary operator of the vehicle? ☐ Yes ☐ No

## NVH DATA

What type of condition is the customer experiencing? ☐ Noise ☐ Vibration ☐ Harshness (ride quality)  
Is the condition constant? ☐ Constant ☐ Intermittent  
When did it start? ☐ While in Service ☐ Since New ☐ Gradually ☐ Suddenly  
☐ Other \_\_\_\_\_

### NOISE



Describe the Noise: ☐ Squeak ☐ Rattle ☐ Wind Noise  
When does the noise seem to be the loudest or most frequent? \_\_\_\_\_  
Mark the location of the noise on the illustration (reverse side of this form).

### VIBRATION



Where is it felt:  
☐ Steering Wheel ☐ Floor ☐ Seat ☐ Instrument Panel  
☐ Brake Pedal ☐ Console ☐ Accelerator Pedal  
☐ Shifter ☐ Body ☐ Mirrors ☐ Clutch Pedal  
Describe the vibration:  
☐ Vertical ☐ Horizontal ☐ Rotational  
☐ Other: \_\_\_\_\_

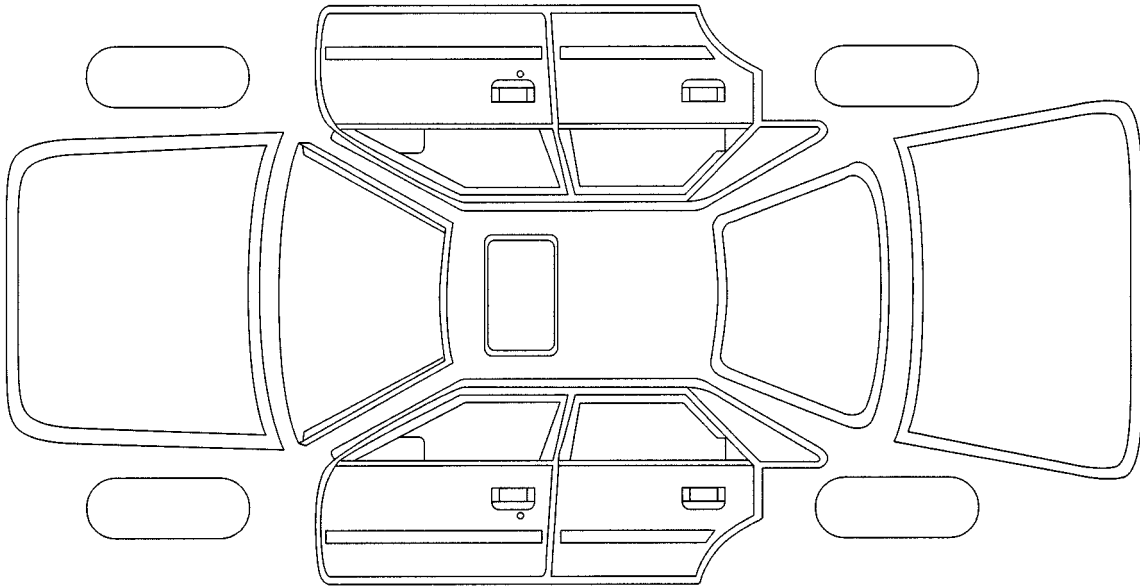
### HARSHNESS (Ride Quality)



Where do you experience it? \_\_\_\_\_  
When do you experience it? \_\_\_\_\_

Has the vehicle ever been damaged? ☐ Yes ☐ No If so, please indicate where on the illustration.  
Is there any relevant service history? ☐ Yes ☐ No If so, please describe: \_\_\_\_\_  
Has there been any accessory installation? ☐ Yes ☐ No \_\_\_\_\_  
Is the vehicle used for towing or to carry any cargo or equipment? ☐ Yes ☐ No \_\_\_\_\_

## LOCATION INDICATOR



## OPERATING CONDITION

When does the condition occur? ☐ Starting ☐ Idling ☐ Cruise ☐ Coasting ☐ Other \_\_\_\_\_

Vehicle Speed (MPH): \_\_\_\_\_ Engine Speed (RPM): \_\_\_\_\_

☐ Cornering Left ☐ Cornering Right ☐ Acceleration ☐ Deceleration  
☐ Braking ☐ Clutch Engagement ☐ Other \_\_\_\_\_

Accessories: ☐ HVAC ☐ 4WD ☐ Audio ☐ Other \_\_\_\_\_

Engine Temperature: ☐ Cold ☐ Normal ☐ Hot

Road Conditions: ☐ Highway ☐ Suburb ☐ City

Road Surface: ☐ Asphalt ☐ Dirt/Off Road ☐ Concrete with Expansion Joints  
☐ Undulating ☐ Other Irregularities

Explain: \_\_\_\_\_

## WEATHER CONDITIONS

Temperature: \_\_\_\_\_ °F ☐ Clear ☐ Rain ☐ Ice/Snow ☐ Wind

☐ Other \_\_\_\_\_

## ADDITIONAL INFORMATION

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