

Customer Concern Verification Sheet — Brakes / Steering / Suspension / Tires / Wheels

System and Components — Check All That Apply				
Antilock Brake System (ABS) ____	Brakes ____	Park Brake ____	Electronic Suspension Control ____	StabiliTrak® System ____
Steering ____	Suspension ____	Tires ____	Tire Pressure Monitor (TPM) ____	Traction Control System (TCS) ____
Vehicle Electronic Stability (VES) System ____	Vehicle Stability Enhancement System (VSES) ____	Wheels ____	Wheel Alignment ____	Other (Describe)
Instrument Illumination, Messages and Audible Warnings — Check All That Apply				
ABS Yellow Light is ON ____	Brake Audible Warning is Active ____	Brake System Red Warning Light is ON ____	Service Brakes Soon Message is Displayed ____	Service Brake System Message is Displayed ____
StabiliTrak® Light is ON ____	StabiliTrak® OFF Message is Displayed ____	Service StabiliTrak® Message is Displayed ____	Service Suspension System Message is Displayed ____	Service Traction Control Message is Displayed ____
TRAC OFF Indicator is ON ____	Tire Learning Active Message is Displayed Continuously ____	Tire Pressure Monitor (TPM) Light is ON ____	Service Tire Monitor System Message is Displayed ____	Other (Describe)
Symptoms — Check All That Apply				
Brake Noise: Chirp ____ Grind ____ Squeak ____ Squeal ____ Other ____ Left Front ____ Right Front ____ Left Rear ____ Right Rear ____			Brake Pedal Exhibits: Excessive Travel ____ Hard Pedal ____ Soft Pedal ____	
Brake Pulsation When Stopping: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____			Park Brake: Does Not Hold Vehicle in Place ____ Will Not Apply ____ Will Not Release ____	
Vehicle Ride Quality: Rides Hard ____ Rides Soft ____	Shimmy / Vibration: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____ Floor ____ Seat ____ Steering Wheel ____			Vehicle Dog Tracks ____
Poor Steering Wheel Return After Cornering ____	Steering Wheel is Off Center ____	Vehicle Continues to Steer in Direction of Previous Turn ____	High Steering Effort Required ____	Vehicle Wanders to the Left ____ Vehicle Wanders to the Right ____
Suspension Bottoms Out ____	Suspension Noise: Groan ____ Pop ____ Slam ____ Squeak ____ Rattle ____ Other (Describe)			
Vehicle Sits Uneven: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____ Left Side ____ Right Side ____			Tires Leak Air: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____ Spare ____	
Tires Are Noisy: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____		Tires Have Uneven Wear: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____		
Vehicle Pulls When Accelerating: Pulls to the Left ____ Pulls to the Right ____		Vehicle Pulls When Stopping: Pulls to the Left ____ Pulls to the Right ____ Pulls Side to Side ____		
Vehicle Sustained Road Debris Impact Damage ____	Vehicle Leans or Sways in Corners ____	Wheels: Appearance ____ Bent ____ Damaged ____		Other (Describe)

**Customer Concern Verification Sheet — Brakes / Steering / Suspension / Tires / Wheels
(cont'd)**

System and Components — Check All That Apply				
Weather and Environment Conditions — Check All That Apply				
Any Environment ____	Cold Days ____	Dry Roads ____	Dusty Environment ____	Hot Days ____
Icy Conditions ____	Salty Environment ____	Snowy Conditions ____	Wet Roads ____	Other (Describe)
Operating Conditions — Check All That Apply				
When Did the Concern Start	How Long Does it Last	How Often Does it Occur	What Makes it Start (Describe)	What Makes It Stop (Describe)
This Section Is For Dealer Use Only:				
VIN: _____ Miles (km): _____ Technician #: _____				
Advisor #: _____				