



SERVICE BULLETIN

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GI11-002

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NTB12-020

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VEHICLE VIBRATION CUSTOMER DIAGNOSTIC WORKSHEET

APPLIED VEHICLES: All Nissan vehicles

SERVICE INFORMATION

- This bulletin introduces the Vehicle Vibration Customer Diagnostic Worksheet.
- The Vehicle Vibration Customer Diagnostic Worksheet is used to help service advisors gather and document information about the customer's concern. It also makes it easier to communicate these concerns to the technician.
- The Vehicle Vibration Customer Diagnostic Worksheet is currently available only in this bulletin. You can print copies of it – starting on page 2 – as needed.
- When completed, attach the Vehicle Vibration Customer Diagnostic Worksheet to the Work Order.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.



VEHICLE VIBRATION DIAGNOSTIC WORKSHEET



Service Advisor:

Please review this short form with the customer to best communicate and understand the vehicle vibration the customer is experiencing.

GENERAL INFORMATION

<p>Where do you feel the vibration? (Please check all that apply.)</p> <p><input type="checkbox"/> Steering wheel <input type="checkbox"/> Seat <input type="checkbox"/> Shift lever</p> <p><input type="checkbox"/> Floor <input type="checkbox"/> Body <input type="checkbox"/> Other: _____</p> <p>On what road surface(s) do you feel the vibration? (Please check all that apply.)</p> <p><input type="checkbox"/> Only on rough roads <input type="checkbox"/> On any road surface</p> <p><input type="checkbox"/> Only on very smooth roads <input type="checkbox"/> Only on highway expansion joints</p> <p><input type="checkbox"/> Both rough and smooth roads <input type="checkbox"/> Other: _____</p>	<p>At what speed(s) do you feel the vibration?</p> <p><input type="checkbox"/> Only at _____ mph (input multiple speeds if necessary)</p> <p><input type="checkbox"/> Between _____ mph and _____ mph</p> <p>When do you feel the vibration? (Please check all that apply.)</p> <p><input type="checkbox"/> All the time <input type="checkbox"/> Not sure</p> <p><input type="checkbox"/> Only driving after vehicle has been sitting for a few days <input type="checkbox"/> Other: _____</p>
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STEERING WHEEL VIBRATION QUESTIONS

<p>Does the steering wheel oscillate (wobble) back and forth? </p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure</p> <p>If you answered "Yes" above, when does the steering wheel oscillation occur?</p> <p><input type="checkbox"/> Only on smooth roads <input type="checkbox"/> Not sure</p> <p><input type="checkbox"/> Only on bumpy roads (steering kick back)</p>	<p>Does the steering wheel vibrate (shake) up and down or side to side? </p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure</p> <p>Do the brakes need to be applied for vibration to occur?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure</p>
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SEAT VIBRATION QUESTIONS

<p>Which seat vibrates? (Please check all that apply.)</p> <p><input type="checkbox"/> 1st row driver <input type="checkbox"/> 3rd row</p> <p><input type="checkbox"/> 1st row passenger <input type="checkbox"/> Other: _____</p> <p><input type="checkbox"/> 2nd row <input type="checkbox"/> Comments: _____</p> <p>Does the seat vibration occur when the seat is...?</p> <p><input type="checkbox"/> Occupied <input type="checkbox"/> Unoccupied</p> <p><input type="checkbox"/> Both (occupied or unoccupied)</p>	<p>Do you hear a noise (rattle, etc.) when the seat vibrates?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>How do you best describe the seat vibration? (Please check all that apply.)</p> <p><input type="checkbox"/> Front passenger seat shake (unoccupied) is observed by driver</p> <p><input type="checkbox"/> Seat shake (occupied) is felt by occupant</p> <p><input type="checkbox"/> Rear seats shaking observed in rear view mirror by driver</p> <p><input type="checkbox"/> Rear occupants see shaking seat(s) in front of them (unoccupied)</p> <p><input type="checkbox"/> Seat has DVD player installed; DVD screen viewing is difficult due to shake</p> <p><input type="checkbox"/> Other: _____</p>
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