

# KINGSGATE AUTOMOTIVE LTD. ALIGNMENT DIAGNOSIS

## CUSTOMER DIAGNOSTIC SURVEY FORM

CUSTOMER NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

REPAIR ORDER#: \_\_\_\_\_

LICENSE #: \_\_\_\_\_

SERVICE ADVISOR: \_\_\_\_\_

VIN#: \_\_\_\_\_

### IT HAPPENS WHEN.....

#### THE PROBLEM OCCURS

- Light to medium acceleration
- Hard acceleration
- Deceleration (coast in gear)
- Deceleration (coast out of gear)
- Cruising (constant highway speed)
- Braking
- Turning

#### SPEED OF VEHICLE

Describe the speed at which the problem occurs:  
Vehicle speed \_\_\_\_\_ km / h

Engine Speed

- Idle       Medium       High

#### ROAD CONDITIONS

Describe the road conditions on which the problem occurs:

- Paved road (rough)       Wet road  
 Paved road (smooth)       Going over bumps  
 Other \_\_\_\_\_

#### THE PROBLEM STARED

- Suddenly at \_\_\_\_\_ (odometer)  
 Gradually at \_\_\_\_\_ (odometer)  
 Just started \_\_\_\_\_ (odometer)  
 Since the vehicle was new  
 After abnormal occurrence (i.e. pot holes, curb impact)

Have the tires been balanced?       Yes     No

Where any repairs performed prior to the  
Condition occurring?       Yes     No

### DEFINE THE PROBLEM.....

#### ALIGNMENT

Does the vehicle pull / drift?       Yes     No

Vehicle pulls / drifts left?       Yes     No

Vehicle pulls / drifts right?       Yes     No

Please describe how the problem feels?

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

Does the vehicle exhibit any noises from  
The front end?       Yes     No

If yes, please also complete the "Noise Water Leaks"  
Diagnostic survey form.       Yes     No

#### STEERING

Is the steering wheel off-centre when the  
Vehicle is going straight?       Yes     No

#### ACCIDENT DAMAGE

Has the vehicle ever been in  
An accident?       Yes     No

Describe any incident that may be related to the problem.

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

When was the vehicle's last alignment  
performed?      \_\_\_\_\_ Kms

#### THE PROBLEM OCCURS

Rarely       Sometimes       Always

CUSTOMER SIGNATURE: \_\_\_\_\_