

Date _____ Repair Order No. _____

Vehicle Sounds

As you drive your vehicle, be aware of its operating characteristics and normal sounds from the engine, transmission, driveline, exhaust system and tires. Excessively loud or abnormal sounds fall into the category of "noises." They can be very helpful to service technicians when diagnosing the cause of the problem. The following definitions of common noises are provided to assist you in completing the diagnostic work booklet.

Noise Definitions

BOOM – Rhythmic sound like a drum roll or distant thunder. May cause pressure on ear drum.
BUZZ – Low-pitched sound, something like a bee. Usually associated with vibrations.
CHATTER – Rapidly repeating metallic sound.
CHUCKLE – Rapid noise that sounds like a stick against spokes of a spinning bicycle wheel.
CHIRP – High-pitched rapidly repeating sound, like chirping birds.
CLICK – Light sound, like all point pen being clicked.
CLUNK/THUMP – Heavy metal-to metal sound, like a hammer striking steel.
GRIND – Abrasive sound, like a grinding wheel or sandpaper rubbing against wood.
GROAN/MOAN – continuous, low-pitched humming sound.
GROWL/HOWL – Low, guttural sound, like an angry dog.
HISS – Continuous sound like air escaping from a balloon.
HUM – Consensus sound of varying frequencies, like a wire humming in the wind.
KNOCK – Heavy. Loud repeating sound like knock on a door.
PING – Similar to knock, except at higher frequency.
RATTLE – A sound suggesting looseness, such as marbles rolling around in can.
ROAR – Deep, long, prolonged sound like an animal, or wind and ocean waves.
RUMBLE – Low, heavy continuous sound like that made by wagons or thunder.
SQUEAK – High-pitched sound, like rubbing a clean window.
SQUEAL – continuous, high-pitched sound, like running finger nails across a chalkboard.
TAP – Light, hammering sound like tapping pencil on edge of table. May be rhythmic or intermittent.
WHIR/WHINE – High-pitched buzzing sound, like an electric motor or drill.
WHISTLE – Sharp, shrill sound, like wind passing a small opening.

Remember... Customer Satisfaction... Our #1 Goal

You can assist your Ford dealer in making a fast, accurate diagnosis of your vehicle by completing those sections of the "Customer Diagnostic Evaluation" work booklet that cover your service concerns. They cover four vehicle service categories where a detailed description by the owner is very helpful in correcting the problem.

The are:

- Heating and Air Conditioning
- Noise and Vibration
- Automatic Transmission
- Engine Driveability

In the event that you require service in one of these areas, please complete the appropriate section and give it to the dealer service advisor.

Customer Name

Address

City

State

Zip

Make of Vehicle

Model Year

Date

Vehicle Identification Number (VIN)