

WATER LEAK QUESTIONNAIRE

Service Advisor Job Aid

Service Advisors: Fill out this form completely and attach it to the repair order.

Name: _____

Date: _____

Repair Order: _____

Advisor: _____

Has the vehicle recently been serviced for this problem/symptom? Yes No

(Please explain): _____

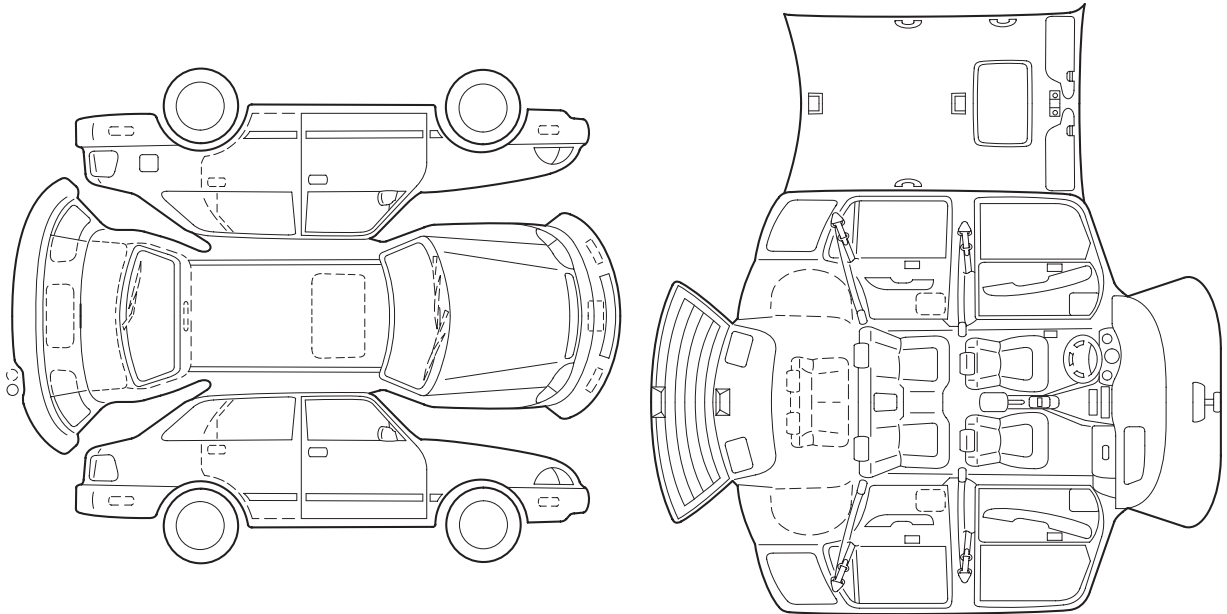
Any other problem/symptom? Yes No

(Please explain): _____

Where has the vehicle been serviced? _____

1. Please indicate the location of the problem:

Please mark where the water leaks in, and where it is getting wet.



2. Has the car ever been in an accident?

Yes No

If so, please indicate where _____

3. Under what conditions does the leak appear?

Raining:

- Hard
- Light
- Long
- Short

Driving:

- Fast
- Slow
- _____

Parked:

- Level
- Uphill
- Downhill

After washing car:

- By hand
- High-pressure wands
- Automatic

4. Has the car been previously repaired for a water leak? Yes No

(Please explain): _____

Windshield replacement? Yes No

5. Does the customer hear water sloshing? Yes No

(Please explain): _____

6. Has the car been undercoated with after-market products? Yes No