

# Suspension issues

## Customer questions:

- Please describe the issue: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Is there a fault message on the display? \_\_\_\_\_
  - If so does it seem to be at standard ride height? \_\_\_\_\_
  - If not, what have you noticed? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- How long has the fault message been on? \_\_\_\_\_
  - Has it shown up sporadically (intermittently)? \_\_\_\_\_
- Have you noticed anything since/when the light came on?
  - Suspension noise? \_\_\_\_\_
  - Handling issue? \_\_\_\_\_
  - Other? \_\_\_\_\_
- Have you tried anything yourself to resolve issue? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- When was your last suspension service? \_\_\_\_\_
  - What was done? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Any other info? \_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_