

## Heating and Cooling System (HVAC)

Customer Diagnostic Survey Form

Name		Date		WO#	
Make		Model		Year	

### The Problem Happens When...

#### Unusual noises:

Are there any unusual noises?  Yes  No

If yes, please describe the noise and where it seems to be coming from:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Noise increases with engine speed?  Yes  No

Noise changes when control lever

Is moved to change outlet?  Yes  No

#### Unusual odours:

Are there any unusual odours?  Yes  No

If yes, please describe (eg., oil, chemical, musty...)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### The problem started:

Suddenly at \_\_\_\_\_ (odometer)

Gradually at \_\_\_\_\_ (odometer)

Since the vehicle was new

#### The problem occurs:

Rarely  Sometimes  Always

**Customer Signature** \_\_\_\_\_

### Describe the Problem...

#### Air conditioning

Is there any cooling effect?  Yes  No

If no, how long has the A/C been inoperable? \_\_\_\_\_ month(s)

If yes, how long does it take to cool the vehicle? \_\_\_\_\_ min or km

How many days since the air Conditioner was operated? \_\_\_\_\_ days

Noise occurs when A/C is on?  Yes  No

Noise occurs when defrost is on?  Yes  No

Outlet temperature fluctuates?  Yes  No

Cooling effectiveness fades?  Yes  No

Do both sides of the vehicle have the same vent temperature?  Yes  No

#### Heating

Does the heat system work properly?  Yes  No

Is there any heating effect?  Yes  No

If yes, how long does it take to warm the vehicle? \_\_\_\_\_ min or km

Ambient temperature? (outside) \_\_\_\_\_ degrees

Where does the gauge read?          
L H

#### Airflow

Can airflow be changed to different outlets?  Yes  No

If no, which outlet(s) do not work?

Left  Centre  Right  Floor  Defroster

Does the recirculate mode work?  Yes  No

If no, which does not work?  Fresh  Recirculate

Which fan settings do not work?       
1 2 3 4 5