

**HEATING AND COOLING SYSTEM**  
Customer Diagnostic Survey Form

Customer Name \_\_\_\_\_ Date \_\_\_\_\_  
Repair Order # \_\_\_\_\_ License # \_\_\_\_\_  
Service Advisor \_\_\_\_\_ VIN \_\_\_\_\_

---

---

**IT HAPPENDS 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 Odors**

Are there any unusual odors?  Yes  No

If yes, please describe. (Ex: Oily, chemical, etc)

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

**The Problem Started**

Suddenly at \_\_\_\_\_ (odometer)  
 Gradually at \_\_\_\_\_ (odometer)  
 Just started \_\_\_\_\_ (odometer)  
 Since the vehicle was new

**The Problem Occurs...**

Rarely  
 Sometimes  
 Always

**DEFINE 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/KM

How many days since the air conditioner was operated?

\_\_\_\_\_ Days

Noise occurs when A/C compressor is on?

Yes  No

Outlet temperature fluctuates back and forth?

Yes  No

Cooling effectiveness fades?  Yes  No

**Heating**

Does the heating system work properly?

Yes  No

Is there any heating effect?  Yes  No

If yes, how long does it take to warm the vehicle?

\_\_\_\_\_ Min/KM

Ambient Temperature? (outside) \_\_\_\_\_ Degrees

**AIRFLOW**

Can airflow be changed to different outlets?

Yes  No

If no, which outlets do not work?

Centre  
 Left (driver)  
 Right (passenger)  
 Floor  
 Defroster

Does recirculation mode work?  Yes  No

If no, which does not work?

Fresh(outside air)  Recirculated(inside air)

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