

## CUSTOMER AC QUESTIONNAIRE

Vehicle year: \_\_\_\_\_

Mileage: \_\_\_\_\_

Make: \_\_\_\_\_

REGO: \_\_\_\_\_

Model: \_\_\_\_\_

DATE: \_\_\_\_\_

### CUSTOMER COMPLAINT

No A/C     Insufficient A/C     Intermittent A/C

Did the AC stop cooling suddenly     or fade away

Are there any odours from the vents or is there water dripping in the car?

\_\_\_\_\_

Other: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Have you had any previous repairs?

Air-Conditioning Repairs:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Recent Mechanical Repairs:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### When does the problem occur? (Chose as many as required)

All the time  (SKIP TO NEXT QUESTION)

Engine cold     Engine hot

During highway driving     Driving in traffic

First time driving that day     After extended periods of driving

After parking in the sun     After parking for extended periods

Other:

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**Temperature conditions when the problem occurs:**

All the time       Cools on a cool day but not on a hot day       On a cool day

**Vehicle operating conditions when problem occurs:**

All the time     Idling       Cruising       Under load

Other: \_\_\_\_\_

**Air Flow and Vent Directions:**

**Is the internal fan working?**

YES on all speeds     Only on High Speed     Missing speeds

The fan intermittently stops

**Air distribution:**

All vent directions are working

No defrost     No face vents     No floor       No recirculation

Other \_\_\_\_\_

**Have you already obtained a quote for repair of this A/C problem? To perform an accurate quote we need to know if the system has been checked previously as refrigerant levels could be affected from test equipment, or previous testing methods.**

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**Customers Description of Problem:**

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