

Customer Information Help Form

Heater and Air Conditioner Diagnostic Evaluation

Please check the boxes and describe conditions that apply to your vehicle's heater and air conditioning system.

Symptom

- Air conditioning does not work properly

Is there any cooling effect?

- Yes No

If yes, how long does it take to cool vehicle?

_____ Minutes/Miles

- Heating doesn't work properly
Is there any heating effect?

- Yes No

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

_____ Minutes/Miles

- Airflow cannot be changed to different outlets.

Which outlets do not work

- Center
 Left (driver) side
 Right (passenger) side
 Floor
 Defroster
 Outlet temperature fluctuates back and forth.

- Air intake cannot be changed which does not work?

- Fresh (outside) air
 Recirculating air

Unusual noises (Please describe)
Refer to "Vehicle Sounds" for examples and definitions.

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- Noise occurs when A/C compressor is on

- Noise increase with engine speed

- Noise changes when control level is moved to change air outlet.

- Unusual smells (Please describe)
Examples: Oily, chemical, musty odors

When Did Problem Start to Occur?

- Suddenly occurred, Mileage:

- Gradually occurred, Mileage:

- Just started
 Since vehicle was new

How Often Does Problem Occur?

- Rarely
 Sometimes
 Always

Additional notes: _____