



**AIR CONDITIONING & HEATING QUESTIONNAIRE**

Please take a few minutes to complete this form to the best of your ability so we may serve you better. Bring it with you to your scheduled appointment or place it in the drop box envelope with your keys for a night drop off. Thank you.

Customer Name: \_\_\_\_\_ Radio code: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone No: \_\_\_\_\_  Call  Text Phone No: \_\_\_\_\_  Call  Text

Vehicle Year, Make & Model: \_\_\_\_\_ Mileage(optional): \_\_\_\_\_

Does your vehicle have wheel locks?  Yes  No If so, Key location: \_\_\_\_\_

*\*\*Please check all applicable boxes and fully describe the condition that applies to your vehicle.*

Air Conditioning problem: Does the AC turn on?  Yes  No Is the AC cold enough?  Yes  No

Does it?  Blows cold air, then gets hot  Blows hot air  Not enough air flow

Do you have dual zone air conditioning?  Yes  No Does the rear AC turn on?  Yes  No

Does the vehicle stall when you turn on the AC?  Yes  No

Does the vehicle idle funny when the AC is on?  Yes  No

Does the vehicle overheat when the AC is on?  Yes  No

How many days, or date since the AC was last operated? \_\_\_\_\_ Days or \_\_\_\_\_ Date

Heating problem:  Heating does not work properly

Is there any heating?  Yes  No If yes, how long does it take to warm the vehicle? \_\_\_\_\_ Minutes

Airflow:  Air flow cannot be changed to different outlets

Which outlets do not work?  Center  Drivers side  Passenger side  Floor  Defrost

Air intake cannot be changed

Which does not work?  Fresh air (outside)  Recirculating air

Unusual noise:  Unusual noise (please describe) \_\_\_\_\_

Noise when AC is on  Noise increases with engine speed

Noise changes when control lever is moved to change air outlets

Unusual odor:  Unusual smells inside vehicle (please describe) \_\_\_\_\_

The problem started:  Suddenly  Gradually  Just started

Additional Comments: \_\_\_\_\_

Signature

Date