

## Anderson Automotive HVAC / Comfort Sheet

### Help Us Understand What The Vehicle Is Doing

#### Customer Information

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Vehicle Year / Make / Model: \_\_\_\_\_

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

#### What Is The Vehicle Doing?

Please check all that apply:

- Air conditioning not cold enough
- No air conditioning
- Heat not warm enough
- No heat
- Weak airflow from vents
- Air only comes from certain vents
- Defrost does not work properly
- Windows fog excessively
- Temperature changes unexpectedly
- Air gets cold then warm again
- Blower fan only works on certain speeds
- Strange smell from vents
- Noise from dash/vents/blower area
- Concern happens intermittently
- Vehicle comfort issue only
- Unsure

Other:

\_\_\_\_\_

#### How often does it happen?

- Every drive
- Frequently

- Sometimes
- Rarely
- Only once so far

### How noticeable is the HVAC/comfort issue?

1 = Very slight comfort issue

10 = Severe comfort or visibility issue

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

### How does the concern affect vehicle comfort or visibility?

- Slight inconvenience
- Uncomfortable cabin temperature
- Difficult to defrost windshield
- Difficult to see through windows
- Makes long drives uncomfortable
- Concerned system may fail completely
- No major effect yet

### When Is The Concern MOST Likely To Happen?

- First start of the day
- Cold weather
- Hot weather
- Rainy/humid weather
- Highway driving
- City driving
- While idling
- After driving awhile
- During long trips
- Randomly / no pattern noticed

Other:

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### What BEST Describes The Concern?

- Air never gets cold enough
- Air never gets warm enough
- Temperature changes randomly
- Airflow feels weak
- Air only comes from wrong vents
- Windows fog too easily
- Smells musty/moldy
- Smells like coolant/sweet smell
- Smells burning/electrical
- Clicking/ticking noise behind dash
- Blower fan noisy
- System works sometimes but not others

Other description:

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### Does Anything CHANGE The Concern?

- Worse in hot weather
- Worse in cold weather
- Worse in humid/rainy weather
- Worse while idling
- Better while driving
- Better after vehicle warms up
- Better after restarting vehicle
- Stays the same all the time

### Did Anything Happen BEFORE The Concern Started?

- Recent repair/service
- Battery replacement/disconnect
- Cooling system repair
- Accident/impact
- Water leak/moisture noticed
- Cabin filter replaced
- No noticeable event
- Unsure

Additional details:

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### Warning Lights / Messages

- Check Engine Light
- Temperature warning light

- A/C warning/message
- No warning lights
- Unsure

### Can The Concern Be Reproduced Consistently?

- Every drive
- Only occasionally
- Hard to duplicate
- Mostly in hot weather
- Mostly in cold weather
- Mostly after vehicle warms up
- Random/no pattern noticed

### Additional Information

Is there anything else you think would help us duplicate or understand the concern?

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### Optional

What do YOU think the concern might be?

(Example: low refrigerant, blower issue, heater concern, airflow issue, etc.)

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