

Cooling / Over Heating Customer Questionnaire

Customer Name _____

Date _____ Job No _____

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

1 THIS IS THE PROBLEM

- Overheating
- Not warm enough
- Coolant leaking
- Steam from under bonnet
- Coolant light goes on and off
- Coolant light is on
- Check engine lamp is on
- Temp gauge is reading
 - Higher than normal
 - Normal
 - Lower than normal

Other, please describe

How long has the problem been present?

- Just started
- One week
- One Month
- Since the car was new

2 IT OCCURS AS FOLLOWS

- Always
- Sometimes (Once or twice a week)
- Rarely (Once or Twice a month)
- Just started
- Has happened since the car was new
- Motorway Speeds
- Slow traffic
- Pulling a trailer
- Other, please describe

Heating and AC settings

- AC was on
- Heater was on
- AC and heater were off

The outside temperature was:

- Cold
- Warm
- Hot
- Humid or raining
- Other, please describe

Additional Info