

## PERFORMANCE BMW/MINI DIAGNOSTIC WORKSHEET

To assist us in making a fast and accurate diagnosis of your vehicle, please review the following

### **HEATING & A/C (HVAC) TROUBLE** *\*remember to check your vent dials & settings!*

Tell us about what is happening (check all that apply):

- Low/no heat
- Low/no cold air
- Defrosting issues
- Uneven/incorrect air distribution
- Blower fan is not working
- Noises (please describe, refer to definitions of noise) \_\_\_\_\_

Where is the air coming from or not coming from?

- defrost    dash    foot/lower    driver side    passenger side    rear passenger

At what control setting does this occur? \_\_\_\_\_

When does this occur? (select all that apply)

- When the vehicle is not moving (engine is idling)
- During  acceleration    deceleration    while turning    when braking  
 hard    medium    light
- when the vehicle reaches a certain speed \_\_\_\_\_ km/hr
- when the engine hits a certain RPM \_\_\_\_\_
- When the engine temperature is  cold    warming up    normal    all the time
- Only during certain weather conditions  hot days    cool/cold days    wet/rainy days

How often does this occur?    Always    Sometimes    Rarely

When did this start happening? \_\_\_\_\_

Name \_\_\_\_\_ Contact # \_\_\_\_\_

Year/Make/Model \_\_\_\_\_

## Definitions of Noise

<b>Boom</b>	A sound like a drum roll or distant thunder
<b>Buzz</b>	Like a bumble bee
<b>Click</b>	A light sound like a ball point pen being clicked
<b>Clunk</b>	A metal to metal sound like a hammer striking steel
<b>Creak</b>	Like walking on an old wooden floor
<b>Grind</b>	An abrasive Sound, like grinding a stone
<b>Growl</b>	A low sound, like an angry dog
<b>Hiss</b>	The sound that a leak in a tire makes
<b>Hum</b>	A low pitch steady sound like the note of an organ
<b>Knock</b>	Like a knock on a door
<b>Pop</b>	A sound like opening a bottle of champagne
<b>Rattle</b>	Like shaking a baby rattle
<b>Rumble</b>	A low pitch sound like a bass or kettle drum roll
<b>Squeak</b>	Like tennis shoes on a clean floor
<b>Squeal</b>	A high pitch sound like fingernails against a chalkboard
<b>Thump</b>	Heavy, muffled knock noise
<b>Tick</b>	Like a clock second hand
<b>Whine</b>	A high pitch sound like an electric motor or drill
<b>Whistle</b>	A high pitch sound like a note of a flute or piccolo
<b>Wiggy Waggy</b>	Just checking to see if you were paying attention