

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

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