GENERAL VEHICLE FAULT QUESTIONNAIRE

Please complete as much as you can. You do not need to provide your name, address, VIN or registration number — we will already have those details.

ABOUT THE FAULT

1. How long have you had the vehicle?

_____

2. When did you first notice the fault?

_____

3. Did the fault start suddenly or gradually? ■ Suddenly ■ Gradually ■ Not sure
4. Is the fault present all the time or intermittent? ■ All the time ■ Intermittent ■ Not sure
5. If intermittent, how often does it happen?

_____

6. What usually causes the fault to happen?

_____

7. Has anything been repaired, replaced, programmed or disconnected recently?

_____

WARNING SIGNS & SYMPTOMS

Please tick anything you noticed when the fault occurred.

■ Warning light appeared
■ Warning message appeared on the dashboard
■ Multiple warning lights appeared at the same time
■ Dashboard / instrument cluster went blank
■ Dashboard lights flickered or behaved unusually
■ Vehicle would not start
■ Vehicle would not crank
■ Vehicle cranked but would not start
■ Vehicle cut out while driving
■ Vehicle lost power or performance changed
■ Electrical items stopped working
■ Fault happened after rain or washing the vehicle
■ Fault happened when the vehicle was hot
■ Fault happened when the vehicle was cold
■ Fault changed when a door, boot or bonnet was moved
■ Fault changed when wiring, a plug or component was moved
■ Fault happened when hitting a bump or uneven road
■ Battery went flat or appeared to be losing charge
■ Vehicle behaved differently after the battery was disconnected

UNUSUAL NOISES OR SMELLS

Did you hear any unusual noise from the dashboard, fuse box, doors or electrical system?

■ Clicking ■ Ticking ■ Buzzing ■ Relay clicking ■ Other

_____

Did you notice any unusual smell, smoke, heat or signs of burning?

■ Yes ■ No

If yes, please describe:

_____

WHAT DOES NOT WORK?

Please put a clear tick in the box next to every item that does not work or works incorrectly.

- ■ Instrument cluster / dash
- ■ Warning lights / messages
- ■ Central locking
- ■ Remote key locking
- ■ Electric windows
- ■ Electric mirrors
- ■ Windscreen wipers
- ■ Washers
- ■ Headlights
- ■ Side lights
- ■ Indicators
- ■ Hazard lights
- ■ Brake lights
- ■ Reverse lights
- ■ Fog lights
- ■ Horn
- ■ Interior lights
- ■ Boot / tailgate release
- ■ Fuel flap release
- ■ Heater blower
- ■ Heated rear screen
- ■ Air conditioning
- ■ Radio / infotainment
- ■ Reversing camera
- ■ Parking sensors
- ■ 12V / USB socket
- ■ Immobiliser / key recognition
- ■ Start button / ignition
- ■ Cruise control
- ■ Other electrical item

ANY OTHER INFORMATION

Please tell us anything else you have noticed, even if it does not seem important.

_____

_____

_____

_____

_____

ASK MARK ABOUT DISCOUNTS AVAILABLE TODAY ON THIS JOB

There may be a discount available on today's work. Please ask Mark before the job is completed.

★ ASK MARK FOR DETAILS ★

Mobile Auto Electrical Specialists
Please return this completed questionnaire as requested.