



TECHNICAL SERVICE BULLETIN



Subject:	A/C DIAGNOSTIC ASSISTANCE PROGRAM INTRODUCTION					TSB #:	1 11-07
						Date:	22/11/07
Initial Once Read:							

Dear Franchisee,

We are introducing an "A/C diagnostic assistance program" for you and your technicians to utilize in the case of that elusive A/C problem that is causing you to pull your hair out.

On the following page we have provided you with a form, sections 1 to 23 of which should be filled out. This will enable us to fully understand what the A/C system is doing and assist us in providing you with a sound diagnostic direction.

Once this form is completed please fax (03 9795 0807) or call Dave Townley at Adair on 0407 518 540. Please communicate clearly all the vehicle details you have written, to assist us with diagnosis.

By filling out the information on this form you will be creating a diagnostic data base for yourself that you can refer to at a later period if a vehicle comes in with the same or similar problem.

We specialize in Holden and Ford vehicles but can source information from other areas such as the OEM and A/C specialists. Please be aware that this could cause a delay in responding to you.

As this diagnostic assistance program is only operated by 1 person at ADAIR we would ask for your cooperation and understanding when ringing. We will endeavour to respond to you as soon as possible, but please be aware you may not get an immediate reply.

Whenever possible we will provide, by fax or email, technical information, instructions or wiring diagrams to assist in your repair.

Contact David Townley at ADAIR when you have filled out all details 1 – 23 on the form and we will endeavour to promptly provide you with a diagnostic answer.	Phone - 03) 9790 4878
	Mobile: 0407 518 540
	Fax - 03) 9795 0807
	Email - david.townley@adrad.com.au

Regards,

Dave Townley

Adair

Auto Air Product Specialist / Training Coordinator



1	Date	
2	Store name	
3	Contact name	
4	Contact telephone number	
5	Fax number	
6	Vehicle make/model	
7	Vehicle build date (from compliance plate)	
8	Engine Type	
9	Automatic/Manual	Automatic or Manual
10	Electronic climate control (ECC) or Manual operated system	Manual controlled or ECC
11	Customer Complaint	
12	Intermittent or current fault?	Intermittent or Current
13	List any prior work carried out on the vehicles A/C system	
14	Has the vehicle had any recent body shop repairs?	Yes or No
15	Ambient temperature	°C
16	Is there power to the A/C compressor clutch?	Yes or No
	Vehicle controls setup for diagnostic information/pressure	Highest blower fan speed, A/C On, max cold, face vent mode, fresh air
17	Pressure gauge readings Static – A/C off	
	HIGH (Prefer in kpa)	kpa/psi
	LOW (Prefer in kpa)	kpa/psi
18	Pressure gauge readings – A/C On, engine @ idle speed	
	HIGH (Prefer in kpa)	kpa/psi
	LOW (Prefer in kpa)	kpa/psi
19	Pressure gauge readings – A/C On, engine @ 2000 rpm	
	HIGH (Prefer in kpa)	kpa/psi
	LOW (Prefer in kpa)	kpa/psi
20	Is the HVAC temperature/air mix door fully closed?	Yes or No
21	Did the A/C compressor engage?	Yes or No
	Vehicle controls setup for face vent temperature reading for step 22	Blower fan speed 2, A/C On, max cold, face vent mode, fresh air
22	Face vent temp – Thermometer inserted 50mm into vent	°C
23	Check to see if the heater tap is off. Was it off?	Yes or No
ADAIR suggested repair advice -		