



MOTORIST ASSURANCE PROGRAM

STANDARDS FOR AUTOMOTIVE REPAIR

Date _____ Name _____

Address _____

City _____ State _____ Zip Code _____

Year _____ Make _____ Model _____

Mileage_____License_____VIN_____Engine Code_____

Customer Interview

Reason Code Explanation

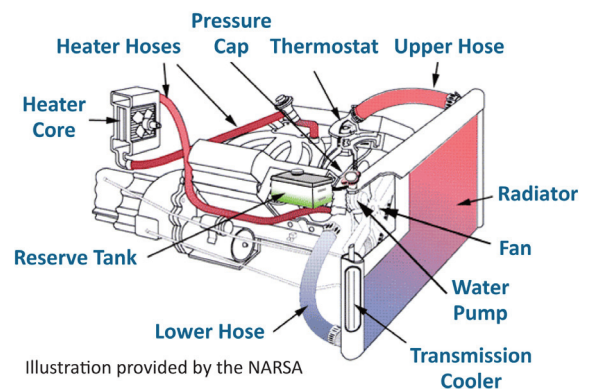
Code	Reason
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REQUIRED

- A Part no longer performs intended purpose
- B Part does not meet a design specification (Regardless of performance)
- C Part is missing

SUGGESTED/OPTIONAL

- 1 Part is close to the end of its useful life
- 2 To address a customer need, convenience or request
- 3 To comply with maintenance Recommended by the vehicle's original equipment manufacturer
- 4 Technician's recommendation based on substantial and informed experience



Your vehicle has been inspected following the Uniform Inspection and Communications Standards developed by the Motorist Assurance Program (MAP). MAP produces materials that give motorists the information and encouragement to take greater responsibility for their vehicles—through proper maintenance. We encourage participating service and repair shops to adopt the MAP Pledge of Assurance to their customers and the Motorist Assurance Program Standards of Service. All participating service providers have agreed to subscribe to this Pledge and to adhere to the promulgated Standards of Service demonstrating to their customers that they are serious about customer satisfaction. For more information visit www.motorist.org

www.motorist.org

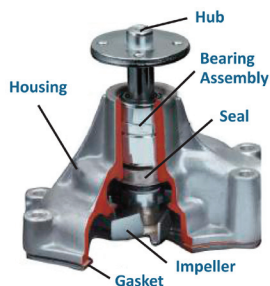
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DISCLAIMER: This document may be used as a guide when performing vehicle inspection. This form is not to be used as an estimate form and may not comply with Local or State laws. The Motorist Assurance Program is not responsible for the performance and accuracy of the motor vehicle inspection performed using this document.

HEATING, VENTILATION & AIR CONDITIONING SYSTEM CHECKSHEET

UNDERHOOD				
	OK	S	R	CONDITION
Drive Belts				
Clutch				
Seals / Connections				
Electrical Connections				
Compressor				
Compressor High Side Pressure				Spec _____ Actual _____
Compressor Low Side Pressure				Spec _____ Actual _____
Expansion Device				
In-line Filters				
Pulleys/Tensioners				
Service Ports				
Refrigerant Type				Spec _____ Actual _____
Refrigerant Oil Type				
Condensor				
Accumulator				
Receiver / Drier				
High Pressure Hoses				
Low Pressure Hoses				
Metal Lines				



TYPICAL WATER PUMP



MOLDED HOSE

COOLING SYSTEM				
	OK	S	R	CONDITION
Belts				
Coolant Protection				Spec _____ Actual _____
pH / Concentration / Reserve Alkalinity				
Radiator Cap				Spec _____ Actual _____
Radiator				
Coolant Reservoir				
Upper Radiator Hose				
Lower Radiator Hose				
Heater Hoses				
Heater Core				
Cooling Fan/Fan Clutch				

INTERIOR COMPONENTS				
	OK	S	R	CONDITION
Vents / Ducts				
Controls				
Blower Motor				
Center Outlet				Spec _____ Actual _____
Evaporator				
Evaporator Drain Hose				
Actuators				
Fuses/Circuit Breakers				
Cabin Air Filter				

OK

SUGGESTED
1, 2, 3, 4

REQUIRED
A, B, C