

RAC



RAC Fault Report

Please keep this for your records

This report provides you with all the information on your recent breakdown. It includes a diagnosis of the problem and any follow-up recommendations from your RAC patrol. If your vehicle needs further repairs, you can show this helpful report to your garage.

General Details

Breakdown No. D912PB182
Patrol 2425
Reg No. CL02ENZ
Mileage 21909

Time Called 10:51 12/09/2021
Time Complete 12:47 12/09/2021
Email famlor@ntlworld.com

Location Details

Breakdown Location

Chivers Road Brentwood CM150LJ GB

Comments

PLEASE NOTE ANY DIAGNOSIS MADE BY OUR PATROLS IS A SUSPECTED DIAGNOSIS AND THEREFORE SHOULD BE VERIFIED BY YOUR REPAIRING GARAGE PRIOR TO ANY WORK BEING COMPLETED, OR PARTS BEING ORDERED (if applicable)

Non start, not cranking. Tested battery, failed. not in van stock to replace.

Battery Test Results

Replace Battery - Poor Cold Cranking Amps

The battery tested has not met the criteria for cold cranking amps. This means your battery no longer has the power required to start your vehicle.

Battery Test Result	Replace battery	
Reserve Capacity	Test Not Performed	
Battery Manufacturer	OTHER	
Rating Of Battery Tested	800EN	Batteries are rated according to their Amp Hours and Cold Cranking Amps. Cold Cranking Amps (CCA) is the power they need to turn the engine over sufficiently to get it started in cold conditions.
Battery Tested Rating	486EN	This is the rating that the battery has performed at during the test.
Rated AMP Hour Of Battery Tested	90	Batteries are rated according to their Amp Hours and Cold Cranking Amps. Amp Hours is how long the battery will last if it's not re-charged.
Battery Temperature	37.8°C	
Initial Battery Voltage (Before Test)	11.49Volts	The battery tester will capture and record the initial battery voltage and takes this into account when calculating the test result.
Time Test Completed	12/09/2021 12:27	

Starting and Charging Test Results

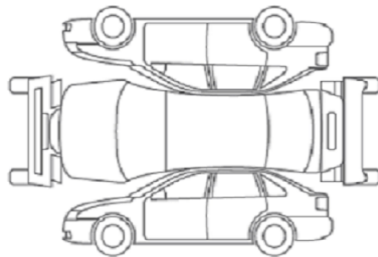
Starter Motor Current Draw	129.9Amps	This is the load the starter motor puts on the battery during starting.
Alternator voltage (loaded)	13.63Volts	Voltage output of Alternator during the test with lights and heated rear screen on.
Alternator current (loaded)	48.9Amps	Current consumed with system under load.

Battery Drain Test Results

1st Battery Drain Test Voltage	11.49Volts	Voltage when the tester is connected.
1st Battery Drain Test Current Load	-0.1Amps	This checks for external drains on the battery before the test.
2nd Battery Drain Test Voltage	12.04Volts	Battery voltage after the test is complete.
2nd Battery Drain Test Current Load	-0.5Amps	This checks for external drains on the battery after the test.

Condition

Marked condition of vehicle



Scratch
Missing
Broken
Dent

By signing this form, I acknowledge that:-

- I have read and understood the instructions on this form
- All effects removed from the vehicle have been returned to me or refitted
- The diagnosis given by the RAC Patrol requires confirmation by a qualified technician in a workshop environment prior to any further work or parts replacement is considered.
- The vehicle condition stated above is a true record of its condition at the time of the signature below.
- If the RAC have provided a repair solution and I have chosen to make my own arrangements to resolve a battery fault, I understand that following a breakdown arising from the original fault where the battery has not been properly repaired or replaced, the RAC, acting reasonably, may:
 - i) decline service and/or attendance in accordance with the Terms & Conditions of my Membership; or
 - ii) an attendance surcharge may be payable if I require attendance



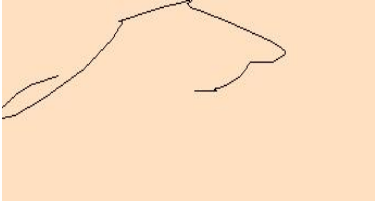
Customer



3rd Party

Name: Andrew Lorenz

Signature



12/09/2021 12:46

Does your car need further work?

When you need a repair, you can rely on your local RAC Approved Garage to get the job done. All garages work to our Customer Charter, which has been approved by the Chartered Trading Standards Institute.

This means you get:

✓ **Honest pricing**

All work required and the costs involved will be explained clearly

✓ **Exceptional customer service**

We're friendly, straightforward and jargon-free

✓ **Quality work**

All repairs are covered by a 12 month guarantee*



Roadside, Recovery,
At Home & Onward Travel.
Advanced, Ultimate.



Great ★★★★★

Based on 55,184 customer reviews.
Trustpilot review correct as at
of 15th September 2020.

Get peace of mind

by booking your car into one of our
trusted RAC Approved Garages

To find your local garage, search for^
[WhoCanFixMyCar.com/RAC](https://Whocanfixmycar.com/RAC)



*All servicing or repairs carried out by RAC Approved Garages will be covered with a 12 month guarantee or 12,000 miles (whichever comes first) unless explicitly explained and documented by the garage, for which you will receive a copy. Where required the garage must also explain why the guarantee period is different to an Original Equipment Manufacturer Standard part. ^This is subject to local participating RAC Approved Garages in your area. Not all garages displayed in your search results will be RAC Approved Garages. Only RAC Approved Garages have been approved by the RAC and comply with the RAC Customer Charter and Code of Conduct Please note all bookings are administered by WhoCanFixMyCar.com