

## Automatic Transmission

Customer Diagnostic Survey Form

Name		Date		WO#	
Make		Model		Year	

### The Problem Happens When...

Describe the position of the gear selector (check all that apply):

- P (park)
- R (reverse)
- N (neutral)
- D (drive 1-4 gear)
- D (drive 1-2 gear)
- D1 (drive 1<sup>st</sup> gear only)

Between what gear position(s) does the problem occur? Check all that apply:

- 1 and 2     2 and 3     3 and 4 (overdrive)

#### When the problem occurs:

- Light to medium acceleration
- Hard acceleration
- Decelerating (foot off accelerator)
- Braking
- 2 WD on
- 4 WD on

Engine speed \_\_\_\_\_ (RPM)

- Idle     Medium     High

Engine temperature

- Cold     Warm     Hot

Outside temperature

- Cold     Warm     Hot

How long does the vehicle have to be operating before the condition occurs? \_\_\_\_\_  min  hrs

#### The problem started:

- Suddenly at \_\_\_\_\_ (odometer)
- Gradually at \_\_\_\_\_ (odometer)
- Since the vehicle was new

Has trans. previously been repaired?  Yes  No

### Describe the Problem...

#### Transmission

Does the transmission/transaxle shift properly?  Yes  No

Describe how the problem "feels", check all that apply:

- Slow, mushy or early shift
- Rough, harsh or delayed shift
- Slippage (engine speed increases at initial takeoff or when shifting)
- No upshift
- No downshift
- Will not shift at all

Does the engine start when the selector lever is not in P (park) or N (neutral)?

- Yes  No

#### The problem occurs:

- Rarely     Sometimes     Always

#### Unusual noises:

Are there any unusual noises?  Yes  No

If yes, please describe the noise and where it seems to be coming from:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Speed of vehicle:

What speed does the problem occur? \_\_\_\_\_ km/h

Is the vehicle used for towing:  Yes  No

Size/weight of trailer \_\_\_\_\_

**Customer Signature** \_\_\_\_\_