

# AUTOMATIC TRANSMISSION

## Customer Diagnostic Survey Form

CUSTOMER NAME \_\_\_\_\_ DATE \_\_\_\_\_

REPAIR ORDER # \_\_\_\_\_ LICENSE # \_\_\_\_\_

SERVICE ADVISOR \_\_\_\_\_ VIN \_\_\_\_\_

### IT HAPPENS WHEN....

#### GEAR SELECTOR

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

- P (park)
- R (reverse)
- N (neutral)
- D (drive 1-10 gear)
- D (drive 1-2 gear)
- D1 (drive 1st gear only)

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

- 1 and 2
- 2 and 3
- 3 to 10 \_\_\_\_\_

#### THE PROBLEM OCCURS WHEN...

- Light to medium acceleration
- Hard acceleration
- Deceleration (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? \_\_\_\_\_  Minutes  Hours

#### THE PROBLEM BEGAN OCCURRING...

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

Has the transmission been previously repaired?

- Yes
- No

CUSTOMER SIGNATURE \_\_\_\_\_

### DEFINE 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

Describe speed at which the problem occurs:

Vehicle speed \_\_\_\_\_ (MPH)

Is the vehicle used for towing?  Yes  No

Size / Wt. of trailer \_\_\_\_\_