

Customer Concern Verification Sheet - Automatic Transmission Driveability Page 1 of 2

SYMPTOM (Check All That Apply)

- Will not shift Up shift Down shift Shifts into next gear too early Shifts into next gear too late Highway Speed – Shudder, surge, etc. Slip
- Starts in the wrong gear Noise (Describe) _____ Engine starts in other than “P” or “N” (Whine, Rattle, Groan, Clunk, Buzz, etc.)
- Delayed engagement into drive Delayed engagement into reverse Delayed engagement into both drive and reverse

Do any indicator lights come on? i. e. check engine, ABS, traction (describe) _____

Transmission fluid temperature gauge reading if applicable _____

OPERATING CONDITIONS (Check All That Apply)

How Often Does It Occur?

- Few Seconds Few Minutes Few Hours Few Days Few Weeks Few Months Every _____ to _____ Miles (km)
- Intermittent and unable to duplicate Intermittent but can be duplicated (explain below)

How Long Does It Last?

- Few Seconds Few Minutes Few Hours Few Days Few Weeks Few Months Every _____ to _____ Miles (km)

When did the concern start happening?

- Just Started Since New Since a prior repair or installation of aftermarket equipment (describe) _____
- Few Days Few Weeks Few Months

Driving conditions:

- Light Throttle Medium Throttle Hard Throttle Starting At Idle Decelerating When Shifting While Braking
- Up Hill Down Hill Highway City/Tow Stop & Go Only with A/C or Defrost On
- Cruising – Steady at _____ MPH (km/h) Between _____ MPH (km/h) and _____ MPH (km/h)

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WHEN DOES IT OCCUR? (Check all that apply)

When Engine Temperature Is:

- Cold Warm Hot Only During Warm Up

Weather conditions:

- Very Cold: Below 0° F (-18°C) Cold: 0° – 32° F (-18°C to 0°C) Cool: 32° – 60° F (0°C to 16°C)

- Warm: 60° – 80° F (16°C to 27°C) Hot: Above 80° F (27°C)

- Any Environment Raining Dry Humid Snow/Ice Wet Roads

Under What Throttle Position?

- No throttle Very Light Light Moderate Heavy Wide open throttle

What Type of Fuel?

- Regular Unleaded Mid Range Unleaded Premium Unleaded

When Gear Selector Is In what range?

- Park/Neutral Reverse Overdrive Manual range (If manual range describe i.e. d1, d2) _____ Tap shift

Between Gears:

- Park to R or D Reverse/Drive First to Second Second to Third Third to Fourth Fourth to Fifth Fifth to Sixth
 Sixth to Fifth Fifth to Fourth Fourth to Third Third to Second Second to First

For Dealer Use Only:

VIN: _____ Miles (km): _____ Technician #: _____ Advisor #: _____