2. Check List for Interview

A: CHECK

Check the following items when problem has occurred.

NOTE:
Use copies of this page for interviewing customers.

Customer's name			
Date of purchase			
Date of repair			
Trans. model	TRANSMISSION	VIN	
Odometer reading	km/h or miles		
Frequency	❑ Continuous ❑ Intermittent (times a day)		
Weather	❑ Fine ❑ Cloudy ❑ Rainy ❑ Snowy ❑ Various/Others ( )		
Place	❑ High ❑ Suburbs ❑ Inner city ❑ Uphill ❑ Rough road ❑ Others ( )		
Outdoor temperature	❑ Hot ❑ Warm ❑ Cool ❑ Cold		
Vehicle speed	km/h (MPH)		
AT diagnostic indicator light (AT OIL TEMP warning light)	❑ Continuously lit	❑ Not lit	
Select lever position	❑ P ❑ R ❑ N ❑ D ❑ 3 ❑ 2 ❑ 1 ❑ Sport shift mode		
Driving condition	❑ Not affected ❑ At racing ❑ While decelerating	❑ At starting ❑ While accelerating ❑ While turning (❑ RH/❑ LH)	❑ While idling ❑ While cruising
Symptoms	❑ No up-shift		
	❑ No down-shift		
	❑ No kick down		
	❑ Vehicle does not move (❑ Any position ❑ Particular position)		
	❑ Lock-up malfunction		
	❑ Noise or vibration		
	❑ Shift shock or slip		
	❑ Select lever does not move		
	❑ Others ( )		