

CHECK LIST FOR INTERVIEW

AUTOMATIC TRANSMISSION (DIAGNOSTICS)

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	<input type="checkbox"/> Continuous <input type="checkbox"/> Intermittent (times a day)	
Weather	<input type="checkbox"/> Fine <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy <input type="checkbox"/> Various/Others ()	
Place	<input type="checkbox"/> High <input type="checkbox"/> Suburbs <input type="checkbox"/> Inner city <input type="checkbox"/> Uphill <input type="checkbox"/> Rough road <input type="checkbox"/> Others ()	
Outdoor temperature	<input type="checkbox"/> Hot <input type="checkbox"/> Warm <input type="checkbox"/> Cool <input type="checkbox"/> Cold	
Vehicle speed		km/h (MPH)
AT diagnostic indicator light (AT OIL TEMP warning light)	<input type="checkbox"/> Continuously blinking	<input type="checkbox"/> Not blinking
Select lever position	<input type="checkbox"/> P <input type="checkbox"/> R <input type="checkbox"/> N <input type="checkbox"/> D <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1 <input type="checkbox"/> SPORT shift mode	
Driving condition	<input type="checkbox"/> Not affected <input type="checkbox"/> At racing <input type="checkbox"/> While decelerating	<input type="checkbox"/> At starting <input type="checkbox"/> While accelerating <input type="checkbox"/> While turning (<input type="checkbox"/> RH/ <input type="checkbox"/> LH)
Symptoms	<input type="checkbox"/> While idling <input type="checkbox"/> While cruising	
	<input type="checkbox"/> No up-shift	
	<input type="checkbox"/> No down-shift	
	<input type="checkbox"/> No kick down	
	<input type="checkbox"/> Vehicle does not move (<input type="checkbox"/> Any position <input type="checkbox"/> Particular position)	
	<input type="checkbox"/> Lock-up malfunction	
	<input type="checkbox"/> Noise or vibration	
	<input type="checkbox"/> Shift shock or slip	
<input type="checkbox"/> Select lever does not move		
<input type="checkbox"/> Others ()		