



Automatic Power Transmission Client Concern Questionnaire

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 1-4 gear)
- D (Drive 1-2 gear)
- D1 (Drive 1st gear only)

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

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

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

PROBLEM STARTED...

- Suddenly at (odometer)
- Gradually at (odometer)
- Just Started (odometer)
- Since the Vehicle was new

Has the transmission been previously repaired?

- Yes
- No

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 the speed at which the problem occurs:

Vehicle Speed (km/h)

Is the vehicle used for towing?

- Yes
- No

Size / Wt of Trailer

Client Signature: _____