

## Customer Concern Verification Sheet — Automatic Transmission Driveability

Symptoms — Check All That Apply				
Will Not Shift ____	Will Not Up Shift ____	Will Not Down Shift ____	Slips ____	Shifts Into Next Gear Early ____
Shifts Into Next Gear Late ____	Starts in the Wrong Gear ____	Delayed Engagement Into Both "D" and "R" ____	Delayed Engagement Into "D" ____	Delayed Engagement Into "R" ____
Engine Starts in Other Than "P" or "N" ____	Do Any Indicator Lights Turn ON ____	Does the Transmission Make Noise — Identify All That Apply: Whine ____ Rattle ____ Groan ____ Clunk ____ Buzz ____ Slam ____ Other (Describe) _____		
Operating Conditions — Check All That Apply				
When Did the Concern Start ____		How Often Does it Occur ____		How Long Does it Last ____
Driving Conditions — Check All That Apply				
No Throttle ____	Light Throttle ____	Medium Throttle ____	Hard Throttle ____	Wide Open Throttle ____
At Idle ____	Starting ____	Decelerating ____	When Shifting ____	Up Hill ____
Down Hill ____	During Braking ____	Highway ____	City ____	Towing ____
Stop and Go Only With A/C ON ____	Cruising Steady at ____ MPH Cruising Steady at ____ km/h		Cruising Between ____ MPH and ____ MPH Cruising Between ____ km/h and ____ km/h	
At What Engine Temperature Does it Occur — Check All That Apply				
When the Engine Temperature is ____ °F    When the Engine Temperature is ____ °C    Any Temperature ____				
Weather and Environment Conditions — Check All That Apply				
Ambient Temperature: Very Cold: Colder Than 0°F (-18°C) ____    Cold: 0°F to 32°F (-18°C to 0°C) ____    Cool: 32°F to 60°F (0°C to 16°C) ____ Warm: 60°F to 80°F (16°C to 27°C) ____    Hot: Hotter Than 80°F (27°C) ____				
Any Environment ____	Dry ____	High Humidity ____	Raining ____	Wet Roads ____
Icy Conditions ____	Snowy Conditions ____	Below Sea Level ____	At Sea Level ____	At High Altitudes ____
What Type of Fuel is Used				
Biodiesel Brands (Describe) ____	Diesel #1 Brands (Describe) ____	Diesel #2 Brands (Describe) ____	Compressed Natural Gas (CNG) Brands (Describe) ____	
Ethanol E85 Brands (Describe) ____	What Blend / Alcohol % ____	Regular Unleaded Brands (Describe) ____	Mid Range Unleaded Brands (Describe) ____	Premium Unleaded Brands (Describe) ____
When the Gear Selector is in What Range — Check All That Apply				
Park / Neutral Reverse ____	Overdrive Shift ____	Tap ____	Manual Gear Selection: D1 __ D2 __ D3 __ D4 __ D5 __ D6 __ D7 __	
Shifting From Gear to Gear — When Does it Occur				
Between Shifts From ____ Gear to ____ Gear		Between Shifts From ____ Gear to ____ Gear		Between All Gear Shifts ____
At What Shift Point Does it Occur — Check All That Apply				
Between Shifts From ____ MPH to ____ MPH		Between Shifts From ____ km/h to ____ km/h		All Shift Points ____
<b>This Section Is For Dealer Use Only:</b>				
VIN: _____		Miles (km): _____		Technician #: _____
Advisor #: _____				