

Check List for Interview

AUTOMATIC TRANSMISSION (DIAGNOSTICS)

2. Check List for Interview

A: CHECK

Check the following items when a problem has occurred.

NOTE:

Use copies of this page for interviewing customers.

Customer's name				
Date of purchase				
Date of repair				
Transmission model	Transmission	V.I.N.		
Odometer reading	km (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"/> Others ()			
Place	<input type="checkbox"/> Highland <input type="checkbox"/> Suburbs <input type="checkbox"/> Inner city <input type="checkbox"/> Uphill <input type="checkbox"/> Rough road <input type="checkbox"/> Others ()			
Ambient air temperature	<input type="checkbox"/> Hot <input type="checkbox"/> Warm <input type="checkbox"/> Cool <input type="checkbox"/> Cold			
Vehicle speed	km/h (MPH)			
AT OIL TEMP warning light (AT diagnostic indicator light)	<input type="checkbox"/> Blinks continuously		<input type="checkbox"/> Does not blink	
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			
Driving condition	<input type="checkbox"/> Not affected <input type="checkbox"/> When revving at a standstill <input type="checkbox"/> While decelerating		<input type="checkbox"/> At starting <input type="checkbox"/> While accelerating <input type="checkbox"/> While turning (<input type="checkbox"/> R/ <input type="checkbox"/> L)	<input type="checkbox"/> While idling <input type="checkbox"/> While cruising
Symptoms	<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 ()			