

# 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			
Data vehicle brought in			
Data of repair			
Trans. model	TRANSMISSION	VIN	
Odometer reading	km/h or mile		
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)		
Malfunction indicator lamp (MIL)	<input type="checkbox"/> Continuously lit	<input type="checkbox"/> Not lit	
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"/> 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)	<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 (                      )		