

## AutoShift / UltraShift Driver Questionnaire

### Driver's Observations --(This section must be filled out prior to calling Real Time Warranty)

Please provide a detailed description of failure / complaint. Please try to avoid, "Transmission won't shift or not shifting properly". Give an example. Use back if necessary. If experiencing more than one type of shift complaint please fill out a separate sheet. Once completed continue with answers to appropriate questions listed below. Some questions may not apply. Please circle **N/A** in those cases.

### When complaint occurs:

(Circle one)

- 1) Does the trans service light come on or was there an "F" flashing in the gear display? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
- 2) Does the check engine light come on? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
- 3) Does the antilock brake light (ABS) come on? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
- 4) What was in the gear display? For example: **Flashing or solid number, Flashing "F" or "CA", Flashing up or down arrows, " - " Single dash, or "- -" Double dash.**
- 5) Is complaint specific to a shift between two gears or a range shift?
- 6) Did the engine RPM rev up and down a few times in an effort to make the shift? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**  
**If No:**
  - a. Does engine RPM go to governed speed? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
  - b. Does engine RPM drop to idle? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
  - c. Do you or engine have control of throttle? \_\_\_\_\_ **You**    **Engine**    **Don't Know**    **N/A**
  - d. What RPM can be achieved? \_\_\_\_\_ **RPM**
- 7) Can you go to "Manual" mode and make the transmission shift when this happens? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
- 8) Does this happen when up shifting, downshifting or both? \_\_\_\_\_ **Up shifts**    **Down shifts**    **Both**    **N/A**
- 9) Does this happen when transmission is hot, cold or both? \_\_\_\_\_ **Hot**    **Cold**    **Both**    **N/A**
- 10) Does this happen when truck is loaded, bobtail or both? \_\_\_\_\_ **Loaded**    **Bobtail**    **Both**    **N/A**
- 11) Does this happen when on a grade, level ground or both? \_\_\_\_\_ **Grade**    **Level ground**    **Both**    **N/A**
- 12) Do you have to stop the truck when this happens? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
- 13) After stopping will the transmission return to neutral on its own? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
- 14) Will the transmission return to neutral after cycling key on? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
- 15) Did you have to shut truck off in gear? \_\_\_\_\_ **Yes**    **No**    **Don't Know**    **N/A**
- 16) What did you do to remedy the complaint or was truck towed? \_\_\_\_\_
- 17) How long has the driver had this truck? (**days, weeks, months, years**) \_\_\_\_\_
- 18) How long has the truck had this problem? (**first time, past 2 weeks, month, several months**) \_\_\_\_\_
- 19) How often has this occurred? (**1/day, 2/week, 1/month, first time**) \_\_\_\_\_

**Note:** This form does not replace the original RTW Check List and is to be used as a supplement when working on AutoShift and UltraShift transmissions.