

PQC – Manual Transmission

Caller's Name/Position:

_____ Number of times in for the same condition

_____ Number of days vehicle in dealership for same condition.

Y/N – Is the vehicle modified/non-production accessories (list below)?

Customer complaint

Personal or commercial use? (type of use if commercial)

Abuse or improper maintenance?

_____ OEM

_____ Goodwrench

Unit under warranty?

Mileage (warranty expiration):

Date (warranty expiration):

Describe the failure of the current unit and description of parts in REPAIR estimate over \$150.00

Serial #: _____

Replacement Transmission

Green Tag (Code # and serial #):

Mileage since the current transmission was installed:

Date when current transmission was installed:

Did the customer pay any portion when the transmission was installed?

Repair Cost =

Replace Cost =

PQC Comments:

PQC – Manual Transmission (cont'd)

Symptoms (pick only the section(s) that apply to the concern or failure)

Oil Leak Concerns

Was oil dye added for examination?

Identify exact location of leak:

If you have not determined location, does the vehicle leak occur after a cool down period?

If yes, verify M/T vent for proper function and retest.

Leak rate (weep, drip or stream):

Noise/Vibration Concerns

Describe the type of noise:

What gear(s) when condition is present?

Is noise present in Neutral?

Is noise present with engine OFF?

Is noise present during acceleration or decel or both?

Is noise present during turning?

Did you verify the source of noise is not drivetrain-related?

Performance Concerns

Is the transmission difficult to shift?

Have you disconnected the shift linkage and re-evaluated?

What gears are affected?

Does transaxle "pop" out of gear?

Is yes, what gear: