

# BULLETIN

## Customer



### Strange Transmission Operation Immediately after a Repair...

You just got your car back from your local repair shop, and you notice the transmission isn't operating normally. The shifts seem a little harder, and maybe the shift timing is a bit off. At the same time, you may notice that your clock needs to be reset, and your radio presets have all been lost.

Chances are, the shop had to disconnect your car's battery during the repairs. That's why the clock and radio have to be reset. And, believe it or not, it's also why the transmission doesn't seem to be operating the way it should.

Today's transmissions are computer controlled. The vehicle computer examines signals from all around the car, to determine vehicle speed, engine RPM, engine load — even temperature changes — and it adjusts transmission operation based on these signals.

At the same time, the computer system goes through a learning process. It pays attention to how and where you drive: Are you heavy or light on the throttle? Stop-and-go driving or highway? 100° in the shade, or 20° below? In some cases, the computer system even

adapts for wear in the transmission itself.

And from all that information, the vehicle computer develops a driving profile, to provide the best possible operating strategy for your particular needs.

But many of these computer systems have no way to back up that driving profile. So, if the system loses power — usually due to the vehicle battery being disconnected — the computer loses its memory, too. It now has to “relearn” its operating strategy before it can begin to operate normally. Until then, the transmission may operate a little different.

Of course, any time you notice something out of the ordinary right after a repair, you should still contact the repair shop that did the work. But don't be surprised if they tell you: “That's okay. Just give the computer a chance to learn again.” No, they're not handing you a line: The computer system really does have to learn to operate normally.

Use this link to find an [ATRA Member Shop](#) in your area.

