

ATRA Golden Rule Warranty Procedures



1. **VERIFY THE WARRANTY IS VALID:** A valid warranty printed on the official Golden Rule Warranty Certificate must be verified to ensure the transmission will be repaired under the terms of the Golden Rule Warranty Program. ATRA will guarantee payment between members, when all terms of the Golden Rule procedures have been observed, and ONLY when the official Golden Rule Warranty certificate has been issued.

NOTE: If a Golden Rule Warranty certificate was not issued to the customer, then the customer does not have a Golden Rule Warranty and the repairing shop is not obligated to make the repairs under the terms of the Golden Rule Warranty Procedures. A Golden Rule Warranty certificate may not be issued after the initial repairs.

2. **VERIFY MEMBERSHIP IS CURRENT:** You can verify the current Rebuilder membership status of the original warrantor Member shop using the "Shop Finder" online at www.atra.com. This is the best way to verify membership of an ATRA Shop as the information is updated every 20 minutes live from the ATRA membership database and it is available 24/7. You can also verify the membership by calling ATRA at (805) 604-2000 between the hours of 7:00 am and 3:30 pm PST. **NOTE:** *Be sure to reference only Rebuilder Members on the website. Technical Subscribers do not participate in the Golden Rule Warranty Program.*

3. **CALL THE ORIGINAL REPAIRING SHOP or CALL ATRA (if needed):** ATRA will assist with the Golden Rule process and contact the original warrantor Member shop on your behalf if requested. This step is not necessary, but is available if needed.

4. **DIAGNOSIS:** If requested, you may receive assistance from an ATRA Technician.

5. **GET AUTHORIZATION:** Send an Estimator Worksheet to the original warrantor Member shop for authorization. If shop accepts the repairs as stated on the worksheet, the original warrantor Member shop must sign and date the Estimator Worksheet and return to the repairing shop. If the repairs are contested, contact ATRA for resolution within 24 hours. **NOTE:** ATRA offers an independent inspection service to assist with dispute resolution. (Additional fees may apply).

6. **REPAIR:** Make the necessary repairs or replace the transmission as described on the signed ATRA Estimator Worksheet. **NOTE:** *If the transmission was purchased through a third-party remanufacturer then it is up to the original shop to initiate the warranty process through the third-party remanufacturer to provide a replacement transmission to the repairing shop.*

7. **REPORT TO THE ORIGINAL SHOP:** Repairing Member shop contacts the original, repairing shop after the repair or transmission replacement is made and has made arrangements for the vehicle to be picked up by the customer.

8. **PAYMENT TRANSACTION:** The repairing Member shop shall then invoice the original warrantor Member shop. Payment must be made by credit card, bank draft or check within five (5) days of the completed repairs.

9. **VEHICLE DELIVERY:** Repairing Member shop will acquire the driver's signature and release the car with no charges to the customer. The repairing member shop may not "hold" the vehicle until payment is received.

10. **GUARANTEE:** The repairing Member shop shall warranty the quality of the work performed to the original warrantor Member shop for 30 days, up to the amount charged for the repair. After this 30-day period, the original warrantor Member shop is responsible for any warranty time that exists through the remainder of the terms on the warranty. If the transmission was replaced via a third-party remanufacture then the repairing shop is only liable for the repair work they performed during the R & R process (for the same 30-day period).

11. **AFTER THE DELIVERY:** If ATRA was involved, fax over all documents for ATRA records

GOLDEN RULE WARRANTY GUARANTEE: *The Original Warrantor Member shop must guarantee their work to the customer for the entire term of the warranty including if/when their business closes. In the event the business closes, the business is responsible for the cost of repairs for their customer's that hold a valid Golden Rule Warranty. It is recommended closing businesses make arrangements with another ATRA Rebuilder Member shop in the area to perform the repair work for their customer's vehicles to prevent any legal action by their customers.*

Issuing a Golden Rule Warranty

Issuing a Golden Rule Warranty is ensuring your customer that they are able to receive warranty repair work through the Golden Rule Warranty Program. Be sure to follow the proper procedures for issuing a warranty to prevent any confusion among the motoring public.



1. **FILL OUT THE WARRANTY FORM:** Enter all of the customer and vehicle information on the official Golden Rule Warranty Certificate at the time of repair. **NOTE:** The Golden Rule Warranty may not be issued after the initial repairs are performed.
2. **ASSIGN A WARRANTY NUMBER:** Follow the steps below to assign a warranty number.
3. **15-DAY CHECK:** It is recommended that the operation of this transmission is checked by the original warrantor shop within 15 days. The ATRA Board of Directors recommends that you circle the clause and have the customer INITIAL that portion of the warranty certificate. **NOTE:** The warranty is NOT void if the customer does not bring the vehicle back within 15 days for the recheck.
4. **GUARANTEE:** The Original Warrantor Member shop must guarantee their work to the customer for the entire term of the warranty. **NOTE:** In the event your business closes, you are still responsible for all outstanding warranty claims filed by your customers. It is recommended you make arrangements with another ATRA Rebuilder Member shop in the area to perform the repair work for your customer's vehicles.

Assign a Warranty Number

ATRA offers a tracking system for the warranties that are issued to your customers. This online tracking system allows for your customer information to be stored in a secure database. The information is used as a tool to benefit both you and your customer in the unfortunate circumstance that their vehicle needs repairs out of their area and they don't have documents to present to the repairing shop. Follow these simple steps below to issue a warranty number for your customer warranties.



1. **LOGIN TO YOUR ACCOUNT ON THE ATRA MEMBER WEBSITE:** <http://members.atra.com> - Click on the "Golden Rule Warranty" link in the menu navigation bar, then click "Assign a Warranty Number."
2. **COMPLETE ALL OF THE REQUIRED FIELDS** for the Warranty being issued, click submit. The Golden Rule Warranty number will appear in the browser window.
3. **WRITE OR TYPE THE NUMBER** on the official warranty form to validate the warranty.



Golden Rule Warranty Pricing

All ATRA Golden Rule Warranty Pricing is determined by the ATRA Board of Directors and is restated in the Association By-Laws. When performing repairs on authorized warranty repair vehicles, be sure to use the current Golden Rule Warranty pricing as stated below:

- **LABOR RATE:** Labor hours as established by Motor Transmission Parts and Time Guide suggested operator shop time' multiplied by:
 - \$60.00 per hour (US funds) for cars and light trucks
 - \$70.00 per hour (US funds) for Class A&C motorhomes
- **PARTS:** All parts (including fluid) should be priced to the fellow member at repairer's actual cost multiplied by 1.25.
- **SALES TAX:** Sales tax should be charged in accordance with the rates and regulations in the state in which the repair is being performed.

NOTE: *No Rebuilder member shall state, advertise or imply or suggest that the Association is a warrantor for any transmission repair work or parts.*

Order Warranty Forms

All rebuilder members-in-good-standing (both US and Canada) may order official "Golden Rule Warranty Forms". The forms are available in both electronic and printed format. There is no charge for the electronic format. Should you prefer to receive the forms as printed material a printing and shipping fee will apply.

NOTE: Be sure to use the most recent Warranty Form to ensure both you and your customer are protected. If you need updated warranty forms, follow the steps below or contact ATRA at (805) 604-2000.

- **LOGIN TO YOUR ACCOUNT ON THE ATRA MEMBER WEBSITE:** <http://members.atra.com>
- **CLICK ON** "Golden Rule Warranty" link in the menu navigation bar, then click "Order Warranties".

NOTE: If ordering the Electronic version, complete the form on that page. Otherwise, click the link to "Order Printed Warranties" to have printed warranty forms shipped to you

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ATRA-Qualified Remanufactures for use in the ATRA Golden Rule warranty program

ATRA has authorized the following transmission remanufacturers to provide remanufactured transmissions for use in the ATRA Golden Rule warranty program. These remanufactures **MAY NOT** issue an ATRA Golden Rule warranty directly. ATRA Golden Rule warranties may only be issued by an ATRA Rebuilder member in good standing.

Qualified Remanufactures

The following list of Qualified Remanufactures have agreed to provide remanufactured transmissions that meet or exceed the standards outlined in ATRA's minimum rebuild requirements for use in the ATRA Golden Rule warranty program. ATRA Rebuilder members may issue a Golden Rule warranty on transmissions remanufactured by these companies. Specific rules and procedures apply. These rules and procedures are outlined in the ATRA By-Laws (Minimum Rebuild Requirements), the ATRA Golden Rule procedures document and the Estimator worksheet; all of which can be found on the ATRA member website. When using a qualified remanufactured transmission the ATRA Rebuilder member **MUST** include the Remanufacturer's ID on the Golden Rule warranty form in the field provided.

Company Name	Remanufacture ID
All Trans Remanufacturing Transmissions	AT-4257
Certified Transmission	CT-1034
ETE Reman	ET-1310
H&A Transmissions Inc	HA-2274
Transtar Industries Inc.	TI-1018
Whatever It Takes	WT-2340