

## 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](http://www.atra.com). This is the best way to verify membership of an ATRA Shop as the information is updated 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 90 days, up to the amount charged for the repair. After this 90-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 90-day period).

**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. ISSUE A GOLDEN RULE WARRANTY:** Login to your ATRA Membership Account. Click Issue a Golden Rule Warranty and fill in the customer and vehicle information. Once this is complete you can print the form directly and sign and issue to the customer. **NOTE:** The Golden Rule Warranty may not be issued after the initial repairs are performed.
- 2. 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.
- 3. 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.

Shop Name  
ATRA [8044058]

Date Warranty Issued  
mm/dd/yyyy

Repair Order #

Customer Details

First Name

Last Name

Email

Phone

Address

City

State/Province

Postal

Vehicle Details

License Plate No.

Vin No. (Last 7 digits)

Odometer Reading

Unit Mileage

Transmission Type

Vehicle Year

Vehicle Make  
Please Select Option

Vehicle Model

Warranty Terms  
Please Select Option

Rebuild  
Please Select Option

Yes, I agree to the Golden Rule Warranty Guarantee  
Agreement to the Golden Rule Guarantee upon issue is required by ATRA

Submit

Golden Rule Submitted for Dennis Madden

**GRW-101686**

Download Form

## 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:
  - \$90.00 per hour (US funds) for cars and light trucks
  - \$100.00 per hour (US funds) for Class A&C motorhomes
  - Or 80% of your retail rate in US Funds
- **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 Credits

All rebuilder members-in-good-standing (both US and Canada) may order official "Golden Rule Warranty Credits". The Golden Rule warranties are connected with your online account and can be printed as needed when you issue a warranty to a customer. This ensures that ATRA and you have a permanent tracking and copy of the form in any event that paperwork is lost or misplaced.

**NOTE:** follow the steps below or contact ATRA at (866) 464-2872 or [grw@atra.com](mailto:grw@atra.com)

- **LOGIN TO YOUR ACCOUNT ON THE ATRA MEMBER WEBSITE:** <http://members.atra.com>
- **CLICK ON** "Issue Golden Rule Warranty" link in the menu navigation bar. A warranty will be connected to your account and be viewable and printable in the download section of your account.

**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. (Complete the [Golden Rule Warranty Transfer Form](#) and fax it to ATRA).