



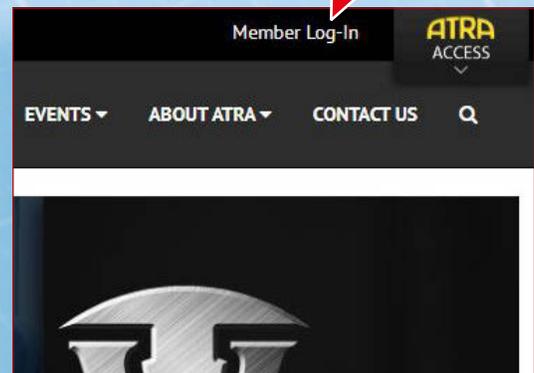
TECH SUPPORT CENTER

Welcome to the ATRA Tech Support Center, access to this is through the ATRA member website, <http://members.atra.com>. Keep this site as one of your favorites; you'll want to visit it regularly.

If you've never visited the ATRA member website or you've logged in with someone else's credentials, then stop! Contact ATRA, and they'll provide you with credentials for your personal account. Having a personal account is the only way to track and update the technical support tickets you've submitted in the system. You can contact ATRA at membership@atra.com or call **805.604.2000**. There's also a toll-free number for North America: **866.464.2872**.

Now that you have a personalized account, you're ready to begin! Open the ATRA Members website at <http://members.atra.com> and select the member log-in, located on the upper right-hand side of the page. This brings you to the login screen where you'll enter your username and password. Make sure you're using your personalized credentials provided by ATRA.

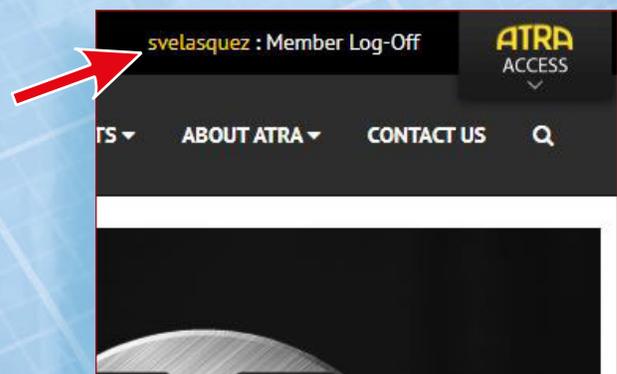
The login button is located in the upper right hand side of the site.



Enter your username and password.

A screenshot of the 'Log On' form. The title 'Log On' is in yellow. Below it, the text 'PLEASE ENTER YOUR USERNAME AND PASSWORD.' is in white. Underneath is the section 'Account Information' with three numbered fields: '1. Username', '2. Password', and '3. Remember Me' with a checkbox. A 'Sign In' button is at the bottom left of the form area.

You'll know you're logged into our system once you see your name/email address yellow. It will now display "Member Log-Off" in white.



Next, you'll click on the Tech Support Center button. This will take you to a quick landing page while we verify your membership information and prepare you to enter our Tech Repair Center.

GOLDEN RULE WARRANTY
ATRA's Nationwide inter-shop warranty program for members

TECH SUPPORT CENTER
Expert technical support through ATRA's online tech support center

VIRTUAL TRAINING SOLUTIONS
VIRTUAL TRAINING
POWERED BY ATRA
ATRA Member benefit: Virtual Training with LightSpeedVT

Here's a quick glance at the landing page, it should only be on your screen for a few seconds.

ATRA Members GEARS Magazine Powertrain Expo Bookstore Account svelasquez : Member Log-Off

MEMBERSHIP TECHNICAL SUPPORT GOLDEN RULE WARRANTY EVENTS ABOUT ATRA CONTACT US

Tech Support Center

Home > Tech Support Center

Welcome to the Award Winning ATRA Technical Support Center.

In a few moments you'll have access to thousands of technical documents to help get your customers "Out the Door!"

MEMBER TOOL BOX

- TECH SUPPORT CENTER
- MEMBERSHIP INFO
- SHOP FINDER
- ONLINE STORE
- SHOPPING CART
- MEMBERS ONLY
- CHART OF BENEFITS
- HOSTED WEBSITES
- CERTIFICATIONS
- EVENTS
- POWERTRAIN EXPO

This is the homepage for the **Tech Support Center**. On top you'll see a list of other ATRA sites that you can be redirected to. Here you can be sent to our consumer site, our members site, gearsmagazine.com, powertrainexpo.com, a page that lists articles that you've saved on our Gears site, a store where you can purchase books that we've produced, or an overview of your account information.



ATRA Members GEARS Magazine Powertrain Expo My Library Store Account svelasquez@atra.com : Member Log-Off ATRA ACCESS

CHILTON MITCHELL MOTOR SUPPORT

All - Example: 4R100 no 2nd

Welcome to the new ATRA Tech Repair Center!
Use the search to help locate your solution as quickly as possible!
If you can't find what you're looking for and need help with the website, please contact ATRA for assistance, we'll be happy to help you! Call 805-604-2021. If you need technical assistance please call our Technical Hotline, 877-287-2832.

If you're having problems submitting a ticket, please clear your cookies and cache.

All - Enter Search Terms Here (i.e. Transmission and complaint)

VEHICLE IDENTIFICATION

Year Select a Year

Make Select a Make

Model Select a Model

Sub-Model Select a Sub-Model

Find Transmissions!

VIDEO TRAINING

ATRA VTS
Virtual Training Solution

Webinars

GEARS Overdrive
It Worked On The Road Test! The 6T40 4-5-6 Drum Interchange Quandry

MOST RECENT ARTICLES / BULLETINS

ATB# 1962 722.6 and CVT Fault in the VGS Control Unit
4/15/2020 9:33:30 PM

ATB# 1961 722.6 Shift Concerns, Possible 730 (Ratio) Sets in the Computer System
4/15/2020 8:55:54 PM

View More

OPEN SUPPORT TICKETS

Case Number	Complaint	Status	Created On
CAS-158897-P1B0H6	Harsh 1-2 Shift	InProgress	4/22/2020 2:00:04 PM

ARCHIVED LINKS

Honda Bench Manual
2152 Views

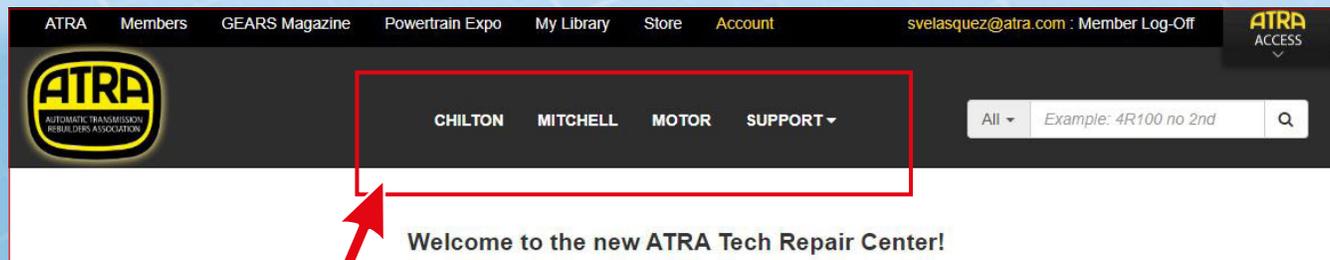
Testing Electronic Transmissions - Domestic Vehicles
4564 Views

Testing Electronic Transmissions - Import Vehicles
2845 Views

GEARS Archive
27449 Views

Calculate Your Speedometer Using Tire Size or Gear Tooth Count
3412 Views

As we continue to scroll down the page, the next thing we'll come across is the Chilton, Mitchell and Motor buttons. As a member we not only give you access to our technical information on this site but we also give you access to other sites, there is no additional charge for this access, it's included in your membership.



Clicking on each of these will take you to their respective sites. You can find the following information on these sites:

Mitchell DIY:

- Wire Schematics
- Diagnostic Routines
- Rebuild Information
- Engine and Emission System and more

Motor Alldata:

- Transmission Systems Database
- Wire Schematics
- Diagnostic Routines and Service Bulletins
- Rebuild Information and more

Chilton Pro:

- Wire Schematics
- Rebuild Procedures
- Emissions Diagnostics and repair routines
- code information
- estimating feature for labor time & parts

All you need to do is click on Chilton and Motor and you're able to get into their systems and check things out. The Mitchell DIY site is set up differently. In order to get in their system you'll need an access code, each of these codes is good for one vehicle for one week. To request one of these access codes you can submit a ticket or email techemail@atra.com. We'll also send you detailed instructions on how to get into their system for the first time.

Next, we're going to cover is how to quickly look up information on our site. There are a couple of ways to do this, either by using one of our search bars or using our **Vehicle Identification** tool. These searches will pull up webinars, technical bulletins, seminar manual pages and Gears Magazine articles that we've produced.

The screenshot shows the ATRA website interface. At the top, there is a navigation bar with links for ATRA, Members, GEARS Magazine, Powertrain Expo, My Library, Store, Account, and a user profile for svelasquez@atra.com. Below this is a secondary navigation bar with categories: CHILTON, MITCHELL, MOTOR, and SUPPORT. A search bar is located in the top right corner, containing the text "Example: 4R100 no 2nd".

The main content area features a welcome message: "Welcome to the new ATRA Tech Repair Center! Use the search to help locate your solution as quickly as possible! If you can't find what you're looking for and need help with the website, please contact ATRA for assistance, we'll be happy to help you! Call 805-604-2021. If you need technical assistance please call our Technical Hotline, 877-287-2832." Below this is a note: "If you're having problems submitting a ticket, please clear your cookies and cache." A large search bar is positioned below the text, with the placeholder "Enter Search Terms Here (i.e. Transmission and complaint)".

The page is divided into three main sections: "VEHICLE IDENTIFICATION", "VIDEO TRAINING", and "MOST RECENT ARTICLES / BULLETINS". The "VEHICLE IDENTIFICATION" section includes dropdown menus for Year, Make, Model, and Sub-Model, along with a "Find Transmissions!" button. The "VIDEO TRAINING" section lists "ATRA VTS Virtual Training Solution", "Webinars", and "GEARS Overdrive It Worked On The Road Test! The 6T40 4-5 Drum Interchange Quandry". The "MOST RECENT ARTICLES / BULLETINS" section shows two articles with dates and times, and a "View More" button.

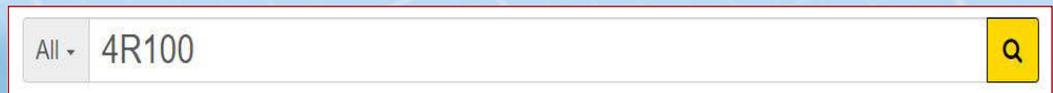
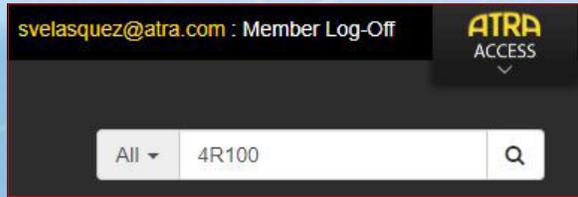
Vehicle Identification Tool

Search Bar

Search Bar

You can use either of the search bars on the homepage, they'll get you the same results. The amount of results you'll get from a search depends on how specific your search words are. If you want to pull up everything in the system that we have on a particular transmission, simply enter the name of the transmission in the search bar and you can scroll through the results to find what you need.

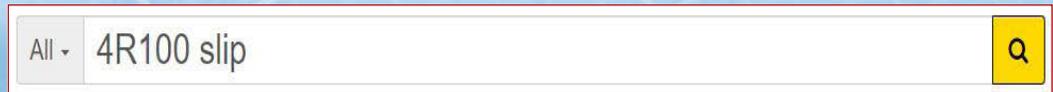
Searching only transmission name gets you general search results.



Title	Views	Created On
ATB# 1014 4R100 Check Ball Identification and Symptom Chart	2959	6/25/2008 7:30:45 PM
ATB# 724 4R100 /E4OD No Reverse, Slips in Reverse	2804	6/25/2008 7:11:44 PM
E4OD/ 4R100 Quick Reference	2689	3/2/2009 7:14:07 PM
ATB# 1116 4R100 /E4OD E4OD Shifts 1-2 with No 3rd or 4th Gears	2398	6/25/2008 5:27:51 PM
4R100 No/Slipping Reverse, No/Slipping Manual Low - 2003 Seminar	2380	1/4/2010 7:01:31 PM
Old and New Fixes for Ford's Family of HD Transmissions Ford E4OD, 4R100 , Torqshift - Jon Rodriguez Gears Magazine May/June, 2009	2306	12/28/2010 9:41:33 PM
ATB# 1027 E4OD/ 4R100 No Forward Engagement or No Overdrive	2267	6/25/2008 5:25:23 PM

If you enter specific search terms, you'll get fewer search results. Using one or two keywords will get you good results. If you put too much information in the search bar, you won't get any results. These searches can also be hindered by typos or spaces left at the end of the search words.

An added keyword to the search leads to more specific results.



ATB# 724 4R100 /E4OD No Reverse, slips in Reverse	2804	6/25/2008 7:11:44 PM
4R100 No/ slipping Reverse, No/ slipping Manual Low - 2003 Seminar	2380	1/4/2010 7:01:31 PM
ATB# 839 4R100 Chatter, slip in Reverse	1631	6/25/2008 7:17:51 PM
4R100 , 4R70W Chatter Type Noise - 2010 Seminar	570	3/31/2011 4:10:30 PM
ATB# 1274 4R70W, 4R100 Chattering Noise or Feel Coming from Rear Axle While Turning	405	7/30/2009 6:51:55 PM
4R100 2nd Gear slips or No 2nd - 2003 Seminar	2014	1/4/2010 4:33:50 PM
E4OD/ 4R100 Check Ball Identification and Symptom Chart - 2005 Seminar	1949	12/3/2009 9:18:54 PM

Once you find what you need, click on it and you'll be taken to a preview page. On this page you'll get a few sentences about what you're about to view. To open the PDF click on the "Click here to view" link below the brief description.

Home > KA-15429

4R100, 4R70W Chatter Type Noise - 2010 Seminar Print

1997-1998 Ford E150, F150, F250, Expedition or 1998 Lincoln Navigator with a limited slip differential, may experience a chatter type noise or feeling coming from the rear axle while turning. This concern may be caused by the differential limited slip clutch packs...

[Click here to view](#)

Keywords: traction,lock,clutch,pack,kit Views: 570

In order to view this file, you need to have a program on your computer that opens PDFs.

We've gone over using our search bars to find the information you need, now let's take a look at using the **Vehicle Identification** tool. Using this is pretty straightforward, enter all of the information for the vehicle you're working on and hit the Find Transmissions! button. This it will produce a list of possible transmission matches.

Select the Vehicle Year, Make, Model and Sub-Model from each of the respective drop menus.

VEHICLE IDENTIFICATION

Year: 2017

Make: Ford

Model: Explorer

Sub-Model: XLT

Find Transmissions!

The example above produced three possible matches. Click on a transmission model to view results for that particular transmission.

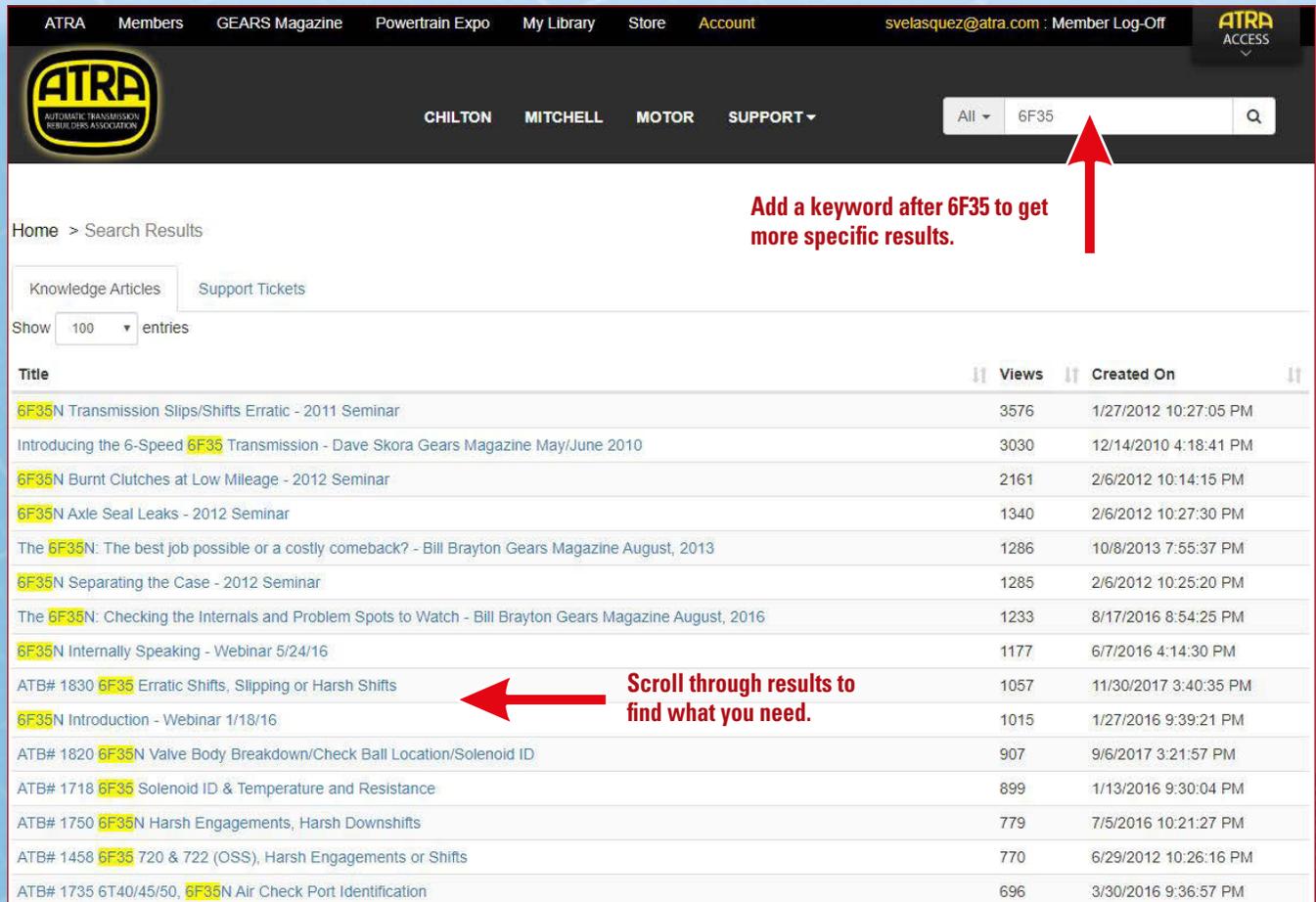
VEHICLE IDENTIFICATION

Possible Transmission Matches

6F	6F55
6F35	

Start Over

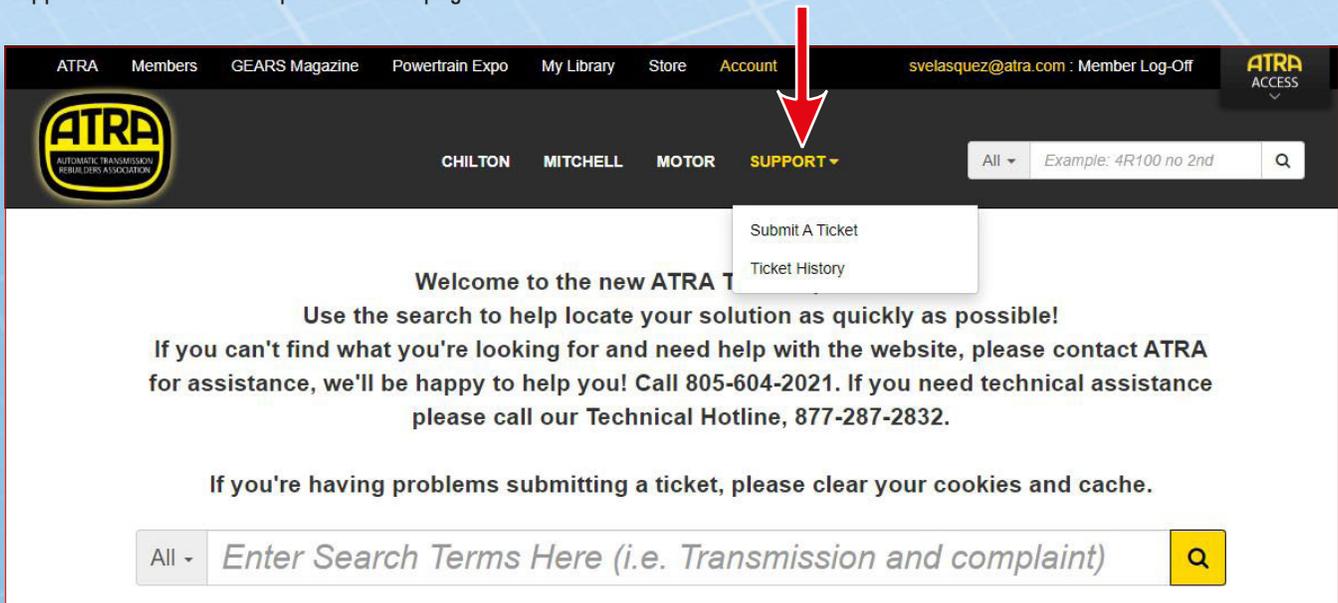
Clicking on a transmission name will bring you to a results page that contains all of the information we have on that transmission in our database. It's the same results page you'd get if you searched the name of the transmission in the search bar. From that point forward you can either scroll through the results to see what you need or you can refine your search by adding a keyword to the search bar on the top of the page.



The screenshot shows the ATRA website interface. At the top, there is a navigation bar with links for ATRA, Members, GEARS Magazine, Powertrain Expo, My Library, Store, and Account. The user is logged in as 'svelasquez@atra.com'. The ATRA logo is on the left, and navigation links for CHILTON, MITCHELL, MOTOR, and SUPPORT are in the center. A search bar on the right contains '6F35' and a search icon. Below the search bar, the page title is 'Home > Search Results'. There are tabs for 'Knowledge Articles' and 'Support Tickets'. A 'Show 100 entries' dropdown is present. The main content is a table of search results with columns for Title, Views, and Created On. A red arrow points to the search bar with the text 'Add a keyword after 6F35 to get more specific results.' Another red arrow points to the 'ATB# 1830 6F35 Erratic Shifts, Slipping or Harsh Shifts' entry with the text 'Scroll through results to find what you need.'

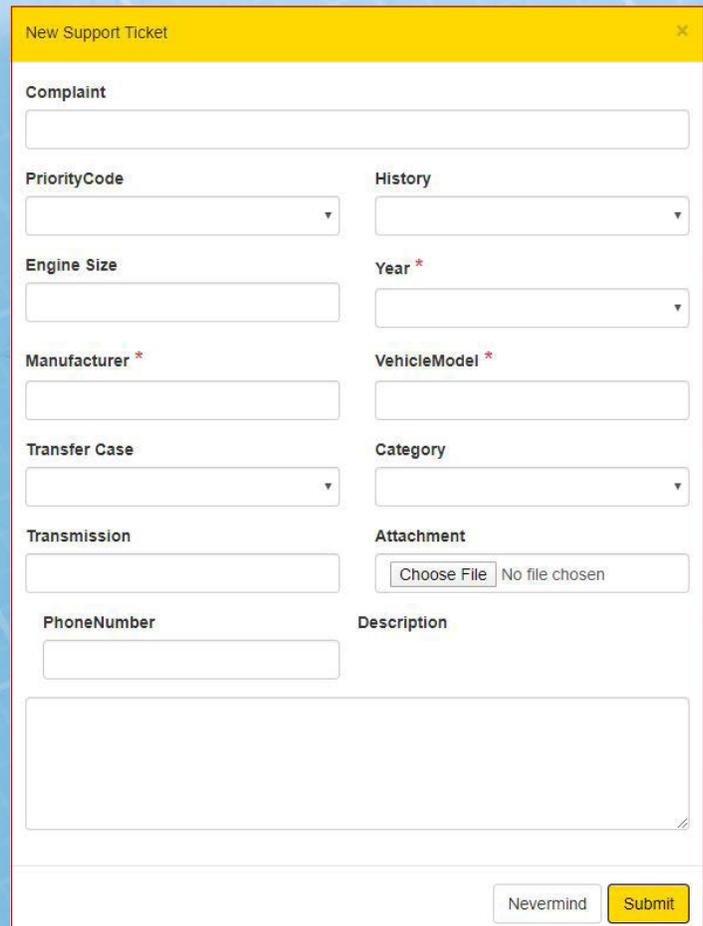
Title	Views	Created On
6F35N Transmission Slips/Shifts Erratic - 2011 Seminar	3576	1/27/2012 10:27:05 PM
Introducing the 6-Speed 6F35 Transmission - Dave Skora Gears Magazine May/June 2010	3030	12/14/2010 4:18:41 PM
6F35N Burnt Clutches at Low Mileage - 2012 Seminar	2161	2/6/2012 10:14:15 PM
6F35N Axle Seal Leaks - 2012 Seminar	1340	2/6/2012 10:27:30 PM
The 6F35N : The best job possible or a costly comeback? - Bill Brayton Gears Magazine August, 2013	1286	10/8/2013 7:55:37 PM
6F35N Separating the Case - 2012 Seminar	1285	2/6/2012 10:25:20 PM
The 6F35N : Checking the Internals and Problem Spots to Watch - Bill Brayton Gears Magazine August, 2016	1233	8/17/2016 8:54:25 PM
6F35N Internally Speaking - Webinar 5/24/16	1177	6/7/2016 4:14:30 PM
ATB# 1830 6F35 Erratic Shifts, Slipping or Harsh Shifts	1057	11/30/2017 3:40:35 PM
6F35N Introduction - Webinar 1/18/16	1015	1/27/2016 9:39:21 PM
ATB# 1820 6F35N Valve Body Breakdown/Check Ball Location/Solenoid ID	907	9/6/2017 3:21:57 PM
ATB# 1718 6F35 Solenoid ID & Temperature and Resistance	899	1/13/2016 9:30:04 PM
ATB# 1750 6F35N Harsh Engagements, Harsh Downshifts	779	7/5/2016 10:21:27 PM
ATB# 1458 6F35 720 & 722 (OSS), Harsh Engagements or Shifts	770	6/29/2012 10:26:16 PM
ATB# 1735 6T40/45/50, 6F35N Air Check Port Identification	696	3/30/2016 9:36:57 PM

Next, we'll take a look at what happens if you can't find what you need right away. When you need help finding something all you need to do is submit a ticket. The tickets are routed to one of our available Technical Advisors for a call back. Tickets are usually called back within the hour, if the ticket is submitted during business hours. The first step to doing this is to find the Support button near the top of the homepage.



The screenshot shows the ATRA website homepage. The top navigation bar includes links for ATRA, Members, GEARS Magazine, Powertrain Expo, My Library, Store, and Account. A red arrow points to the 'Support' button in the navigation menu. Below the navigation bar, there is a search bar with the text 'Example: 4R100 no 2nd' and a search icon. The main content area features a welcome message: 'Welcome to the new ATRA T... Use the search to help locate your solution as quickly as possible! If you can't find what you're looking for and need help with the website, please contact ATRA for assistance, we'll be happy to help you! Call 805-604-2021. If you need technical assistance please call our Technical Hotline, 877-287-2832. If you're having problems submitting a ticket, please clear your cookies and cache.' Below this is another search bar with the text 'Enter Search Terms Here (i.e. Transmission and complaint)' and a search icon.

Once you click on Submit, a Ticket a form will open up for you to fill out. The more detailed and accurate the information you fill out, the better. This will make sure that our Technical Advisors have the correct information on the vehicle you're working on and can start researching and gathering the information you need before they call you back. Doing this can save time and benefit everyone involved. You can also attach files for review and add notes with additional information such as the VIN.



The screenshot shows the 'New Support Ticket' form. The form has a yellow header with the title 'New Support Ticket' and a close button. The form fields are arranged in two columns:

- Complaint**: Text input field.
- PriorityCode**: Dropdown menu.
- History**: Text input field.
- Engine Size**: Text input field.
- Year ***: Dropdown menu.
- Manufacturer ***: Text input field.
- VehicleModel ***: Text input field.
- Transfer Case**: Dropdown menu.
- Category**: Dropdown menu.
- Transmission**: Text input field.
- Attachment**: File upload button labeled 'Choose File' with the text 'No file chosen'.
- PhoneNumber**: Text input field.
- Description**: Large text area for notes.

At the bottom right of the form, there are two buttons: 'Nevermind' and 'Submit'.

The ticket you've created will appear in the **Open Support Tickets** section on our homepage. If you ever need to add or update information on a ticket you've created this is where you need to look. Keep in mind that you'll only see the tickets that were created for the account that you're logged in as. Make sure to take note of the technical advisor you've spoken with and your ticket number. Creating a duplicate ticket on a vehicle you've already spoken to someone about can create confusion. Please make sure to edit or update existing tickets instead of creating new ones.

OPEN SUPPORT TICKETS			
Case Number	Complaint	Status	Created On
CAS-158897-P1B0H6	Harsh 1-2 Shift	InProgress	4/22/2020 2:00:04 PM



Click on the case number to request more information or add details for the tech you're working with.



Next, we'll take a look at the **Video Training** section of our site located in the middle of the page, next to the Vehicle Identification Tool, below the search bar. You can be directed to three different places in this area: 1 - ATRA VTS, 2 - Webinars or 3- ATRA Youtube. Each of these contains video content that we've produced. If you click on ATRA VTS you'll be redirected to our Virtual Training Solutions site where you'll have access to our training anytime anyplace. Clicking Webinars will take you to a list of webinars we've produced, each of these webinars is about an hour long. The ATRA Youtube button will take you to even more video content.



VIDEO TRAINING

ATRA VTS
Virtual Training Solution

Webinars

ATRA Youtube

Title	Views	Created On
Robaru Lineamic CVT Introduction	202	2/12/2018 9:43:36 PM
627E Update PWD 6 Speed	1715	12/23/2014 5:07:14 PM
1960E/UPROE Internal	1244	8/24/2015 7:14:43 AM
6P35N Internally Speaking	1179	6/15/2016 4:14:30 PM
6P35N Introduction	1017	1/27/2016 9:39:21 PM
6ARPE Introduction	960	10/10/2013 2:46:50 PM
6L36R090 Updates and Product Issues	909	10/10/2013 2:42:02 PM
LCT 1000 Common Concerns	918	12/23/2014 9:32:01 PM
6L854/90 Diagnostic	885	7/27/2017 5:22:38 PM
6T70 Product Issues	874	10/10/2013 2:48:51 PM
Atison LCT 1000 Generation 2 6 Speed	802	6/23/2013 2:34:04 PM
Toyota A710 Introduction and Repairs	854	1/29/2014 9:54:41 PM
VL80 Introduction	842	10/10/2013 3:10:50 PM



The **Most Recent Articles/Bulletins** section lists the newest and most recently updated information in our knowledgebase. This is a good area to look for monthly bulletins, for example.

MOST RECENT ARTICLES / BULLETINS

ATB# 1962 722.6 and CVT Fault in the VGS Control Unit
4/15/2020 9:33:30 PM

ATB# 1961 722.6 Shift Concerns, Possible 730 (Ratio) Sets in the Computer System
4/15/2020 8:55:54 PM

[View More](#)

On the bottom of the homepage is the **Archived Links** section. Here you'll find some quick reference information for some of our older information.

ARCHIVED LINKS

Honda Bench Manual
2154 Views

Testing Electronic Transmissions - Domestic Vehicles
4565 Views

Testing Electronic Transmissions - Import Vehicles
2845 Views

GEARS Archive
27450 Views

Calculate Your Speedometer Using Tire Size or Gear Tooth Count
3415 Views



Automatic Transmission Rebuilders Association

2400 Latigo Avenue

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members.atra.com