

# 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.*
- 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 always 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 ATRA:** ATRA will assist with the Golden Rule process and contact the original warrantor Member shop on your behalf.
- 4. DIAGNOSIS:** An ATRA Technician will contact you to determine the diagnosis of the vehicle. Is it a Major or a Minor problem? A Major is described as a repair that is internal/electrical that would require more than one hour to diagnose (i.e. internal damage, electrical failures, etc.). A Minor repair is described as a repair that would take less than one hour (i.e. and external leak, pan gasket, extension housing gasket, etc.) Do not remove the transmission until instructed by the ATRA Technician. They will also discuss the tests to be completed and parts needed.
- 5. GET APPROVAL:** Complete the Estimator Worksheet according to the Pricing section of these procedure and fax to ATRA. ATRA will approve the worksheet and will contact the original warrantor Member shop for authorization.
- 6. GET AUTHORIZATION:** ATRA will send an Estimator Worksheet to original warrantor Member shop for authorization. If shop accepts the repairs as stated on the worksheet, the original warrantor Member shop will **sign and date the Estimator Worksheet** and fax to ATRA within 24 hours. If the repairs are contested, contact ATRA for resolution. **NOTE:** *ATRA has an independent inspection service to assist with dispute resolution. (Additional fees may apply)*
- 7. REPAIR:** Make the necessary repairs as described on the signed ATRA Estimator Worksheet.
- 8. AFTER THE REPAIR:** Repairing Member shop contacts ATRA after the repair is made and has made arrangements for the vehicle to be picked up by the customer. Fax over all documents for ATRA records.
- 9. REPORT TO SHOP #1:** ATRA will fax all documents over to original warrantor Member shop for their records.
- 10. 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.
- 11. VEHICLE DELIVERY:** Repairing Member shop will acquire the driver’s signature and release the care with no charges to the customer.

**11. 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.

**12. SURVEY:** ATRA contacts both Member shops checking for verification, completion and satisfaction.

## ISSUING A GOLDEN RULE WARRANTY PROCEDURES

**1. FILL OUT THE WARRANTY FORM:** Enter all of the customer and vehicle information on the official Golden Rule Warranty Certificate. **NOTE:** *Photocopies are not valid warranties.*

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

## GOLDEN RULE WARRANTY PRICING

**LABOR RATE:** Labor hours as established by Motor Transmission Parts and Time Guide "suggested operator shop time" multiplied by \$50.00 per hour (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.*