



ATR Transmission Remanufacturing, Inc.

Warranty Policy and Procedure

Allison® and Fleet Transmission Specialists

What do I do if I have an ATR Warranty claim?

If you are having difficulty with any ATR product, please call our toll free number or email us before performing any transmission work on your vehicle. We are here to help fix the problem. Sometimes, simply sending a replacement unit, may not fix the problem. With the support of our tech team, initial diagnostics may be required to reduce downtime. Generally the most common problems can be fixed and have you back on the road in no time. To prevent from voiding your warranty, please do not attempt to perform any internal work to your transmission without prior authorization. All authorized work must be registered and claim number must be issued before any work is performed.

Customer has 3 options on how to get assistance from our Warranty Tech Team:

1. Call into our customer support/technical line at 1-**866-738-7267** and dial 2 for tech support. Be prepared with the ATR 6 digit S/N (NOT Allison® tag) or with the ATR Invoice number.
2. Email our **ATR Fix-It Form** (included in this package) to Techsupport@atreman.com, OR:
3. Fax our **ATR Fix-It Form** to: 1-847-566-5207

What does my ATR Warranty cover?

ATR's standard warranty is for **3 years and unlimited miles** from the original date of sale. Our warranty covers credit towards the following:

Allison® Transmissions:

- Labor: Warranty labor credit on Allison Transmissions is at \$85/hr. Labor time allowances are based on Allison® Labor Time Guide.
- Fluids: ATR allows up to \$5.00/quart for regular fluids OR \$10.00/quart for synthetic fluids, per Allison capacity specifications.
- Parts: If your issue can be resolved with the replacement of parts, ATR will send replacements parts via expedited shipping.

1.866.738.7267

ISO 9001 Certified

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Light Duty Transmissions:

- Labor: Warranty labor credit is capped at \$65.00/hr. Labor time allowances are based on Mitchell Labor Time Guide.
- Fluids: ATR will allow up to \$5.00/quart for transmission fluids.
- Parts: If your issue can be resolved with the replacement of parts, ATR will send replacements parts via expedited shipping.

Please Note:

At no time will any warranty credits for labor, parts or fluids, exceed the original sales price of the transmission.

What is not included in my ATR Warranty?

This warranty does not cover damage to the transmission caused by but not limited to the following:

- Improper installation or maintenance
- Use of contaminated, incorrect, or insufficient fluids
- Spin out failures / shock load
- Misadjusted or malfunctioning control modulators, sensors, cables, shifters etc.
- Operation in excess of original design limitations
- Failure to follow OEM published preventative maintenance
- Excessive operating temp or vibration
- Failure to perform adequate cleaning and flushing per OEM guidelines
- Ancillary equipment such as PTO's, yokes, speedometer, and oil coolers

ATR warranty does not cover towing, power washing, excessive labor or other charges not pre-approved, or expenses incurred such as; securing replacement vehicles and rentals, lodging, roadside assistance, vehicle storage, loss of time or income, commercial loss, and other consequential cost or damages.

What if I need a replacement transmission?

This solution is offered when diagnostic protocols have determined that a major failure has occurred and no further diagnostics are necessary. All replacement transmissions will be invoiced at full value and will be credited upon return and inspection of the transmission from the warranty claim. The originally purchased unit (warranty claim unit) must be returned within 15 days of the replacement being sent. Please contact ATR's Logistic Team at 1-866-738-7267 (option 3) to schedule the return of the original unit.

How do I obtain my ATR Warranty labor/parts credit?

After we have received the transmission, we will evaluate and determine the cause of failure.

- If remanufacturing error, or parts failure, including torque converter error, then ATR will credit warranty labor.
- If installer/vehicle error, or if we can't duplicate the concern, then ATR will not credit warranty labor.

- If case damage is found, or Glycol Contamination is found, then the customer is due to pay 50% of the core charge.

Please submit your invoice to techsupport@atreman.com. Labor invoices need to be itemized, showing quantity of any part or oil used and hours spent in detail. All warranty labor and parts reimbursement is applied to the customer's account for use on future purchases. Please note that invoices from 3rd party service providers are the sole responsibility of the original purchaser.

What types of possible chargebacks may occur?

There may be charges assessed for circumstances that are not covered under the ATR warranty. Special charges may apply if:

- The unit returned is not the one reported or different from the replacement sent
- The unit returned is disassembled, missing parts, or missing the torque converter
- The unit is returned without the shipping brackets, or without the original protective plastic POD or wooden skid packaging
- The unit has a broken or cracked case
- The transmission fluid is not drained from the transmission and torque converter
- Damages are incurred due to glycol contamination

LIABILITY OF ATR UNDER THIS WARRANTY IS LIMITED SOLELY TO THE REPAIR OR REPLACEMENT OF ANY PRODUCT OR COMPONENT COVERED HEREUNDER AND ACKNOWLEDGED BY ATR AS BEING DEFECTIVE, WHICH REPAIR OR REPLACEMENT SHALL OCCUR ONLY AT ATR-APPROVED LOCATIONS. THIS WARRANTY DOES NOT EXTEND TO LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE PRODUCT OR COMPONENT, LOSS OF PROFITS THEREFROM, INJURY TO PERSON OR OTHER PROPERTY, OR ANY OTHER CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR CONTINGENT DAMAGES WHATSOEVER.

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