Lesson Objectives

1. Explain the remanufactured transmission and core requirements necessary for reimbursement of core deposit.

2. Explain the circumstances under which a core credit request would be denied.

3. Identify technical information items requested under the Technician Diagnosis section of the Core Credit Request form.
Introduction

The remanufactured transmission program provides a single source for a complex component overhaul. The advantage is that all work is performed at a single location ensuring continuity of workmanship. In addition, each transmission is tested on a dynamometer to ensure proper operation. The advantages to the customer are two fold; the customer’s vehicle is down for less time, and he receives a 1 year unlimited mile warranty.

The diagnosis of a customer concern is essential in determining the need for an overhaul or replacement with a reman transmission. Your diagnosis should provide information which conclusively establishes a fault inside the transmission. If the transmission can be repaired without disassembling the transmission, by either replacing the torque converter, pump seal or repairing or replacing the valve body, the cost of repair will be much less than a reman transmission. The cost of an overhaul is increased dramatically when hard parts are damaged and require replacement. Therefore, as a rule of thumb, if the transmission must be disassembled for repair, it should be replaced with a reman unit.

The chart below identifies transmissions and vehicle models included in the reman program. All other transmissions would require the technician to overhaul the transmission or replace it with a new unit.

<table>
<thead>
<tr>
<th>Transmission Model</th>
<th>Vehicle Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-131L</td>
<td>Corolla, Tercel</td>
</tr>
<tr>
<td>A-140E &amp; L</td>
<td>Camry, Celica, Solara</td>
</tr>
<tr>
<td>A-240E &amp; H, A-245E, A-246E</td>
<td>Corolla, Celica</td>
</tr>
<tr>
<td>A-340E &amp; H, A-341E</td>
<td>Cressida, Truck, Tacoma</td>
</tr>
<tr>
<td>A-540E &amp; H, A-541E</td>
<td>Avalon, Camry, Sienna, Solara</td>
</tr>
<tr>
<td>A-43, A-44, A-45</td>
<td>Truck, Van</td>
</tr>
</tbody>
</table>

Fig. 7-01

Core Return Procedure

When a reman transmission is shipped, a significant core deposit is debited to the dealership parts department account to ensure a supply of rebuildable cores. Specific criteria described below, are required to receive credit for the core deposit when it is received by the company that remanufactures the transmissions, AWTEC. Both the Service
Department and the Parts Department have responsibilities to ensure accurate information is provided. The Core Information/Credit Request form is completed with all the pertinent vehicle information.

**Vehicle Data**
At the top of the form, vehicle data such as the vehicle identification number, production date, year, model and vehicle mileage, must be provided.

**Customer Complaint**
In the customer complaint section, check the boxes that apply to the customer’s complaint as identified on the RO. The following items are included:

- Repair Order number.
- ATM operation.
- Drive and reverse engagement.
- Each upshift condition.
- Downshift condition.
- Forced downshift (Kickdown).
- Noise/Vibration.
- Leaks.
- MIL Light and Code.
- Condition when problem occurs.

**Technician Diagnosis**
The Technician Diagnosis section should be completed as accurately as possible. Here is where keeping thorough notes of your diagnosis on the RO plays an important role. This information assists the remanufacturer in determining the extent of internal damage and complaint verification. The following items are requested under technician diagnosis:

- Hot fluid level in the transmission and differential.
- ATF condition.
- Throttle cable adjustment.
- Shift linkage adjustment.
• Engine idle speed rpm.
• Engine stall speed.
• Line pressure at idle and stall speed in both drive and reverse.
• Valve body malfunction.
• Final detailed written diagnosis.
In preparing the core for shipment to AWTEC the transmission must be completely assembled. Be sure to include each of the following:

- all plastic or rubber shipping plugs should be transferred from the reman unit to the transmission core.
- all fluids must be drained from the transmission, the differential on front wheel drive transaxles and transfer cases.
- the torque converter must be attached and held in place with the bracket provided with the reman unit.
- the following parts must be attached to the transmission core:
  - speed sensor or governor.
  - throttle cable.
  - wiring harness.
  - breather assembly.
  - differential assembly on transaxles.
  - transaxle left side engine mounting bracket.
  - transfer case (four/all wheel drive models).
- The transmission must be shipped in the reman ATM container.

The Core Credit Request may be denied if the transmission core is:

- returned in a container other than the reman ATM container.
- fully or partially disassembled.
- missing major components.
  - valve body.
  - torque converter.
  - differential.
  - oil pump.
- damage by external force.
- a transmission model which is not part of the reman program.