

Updated as of July 31, 2013: this replaces July 12, 2013 Statement from AAMCO

Statement from AAMCO Transmissions, Inc. (AAMCO)

- AAMCO is proud of its 50+ year history of providing quality auto repair services to millions of customers across hundreds of locations.
- AAMCO franchisees are independent owner-operators and are provided some of the best training and support in the industry to achieve their success as business owners.
- Our free Check Engine Light promotion is clearly articulated on our website and in our advertisements: after the technician reads the “Check Engine” code, she or he provides the customer with options, and related costs, for repairing the problem. The decision to proceed is the customer’s. The Channel 4 report confirms that AAMCO centers do exactly as advertised: they pull codes and report their findings at no charge. Estimates to fix the problem are fully disclosed.
- Transmission problems can be the most complicated and costly to repair. Estimates to diagnose and repair transmission problems vary based on the severity of the problem.
- Over 750,000 customers each year visit our hundreds of AAMCO centers nationwide. Some are paying customers, others are not. But out of all of those customer visits each year, less than one percent (1%) contact AAMCO to express a complaint regarding how they were treated.
- We’re committed to customer satisfaction. Customers with concerns can have them resolved by calling our customer care line at 1-800-523-0401.