



About NTC – Introduction

The purpose of this Web-site is to introduce you to National Transmission Center (NTC). NTC is the largest and one of the oldest transmission shops in the Austin area, in operation since 1980.

We operate our business with a passion for customer service, quality, and integrity. We have a 14,000 square foot facility with over 22 bays and the latest in Web-based information technology and diagnostic technology to give our customers the best possible service. In addition, NTC takes great pride in being the cleanest transmission shop in the Austin area.

Over and over in our customer compliments, you hear the words “honesty and integrity”. Those words are the bedrock of our business at National Transmission Center. It’s the way we establish trust with our customers and build the long-term relationships with them that serve both parties well.

William Cooper, our General Manager, has been in the automotive service business for over 22 years, and has been with NTC for 11 years. He represents the best possible combination of shop management and technical talent. Our rebuilders and shop technicians have been with us for 2 to 11 years.

NTC services over 2000 vehicles a year from a combination of retail customers and over 470 commercial accounts. Many of these customers have been NTC customers for more than a decade. Over 90% of our business comes from word-of-mouth references provided by our loyal customer base.

We take great pride in the fact that we are often referred to as one of the “few honest shop in the business”. Many times we repair vehicles at a fraction of the cost quoted to customers by our competitors. And all this with one of the strongest customer protection plans in the industry!

Listed below are eight of the most frequent questions asked by potential customers that visit this Web-site, call us, or walk in our door.

1. What is wrong with my vehicle?
2. Can I trust your diagnosis?
3. How long am I going to be without my vehicle?
4. Is your total price (dollars and warranty content) fair and competitive, or am I going to get ripped off?
5. Will you do what you say you will do, and do it competently?
6. Is it worth it to invest this amount of money in my vehicle?
7. How can I pay for this repair?
8. Will your company stand behind its warranty?

continued



We at NTC stand ready to help you answer these eight questions to your satisfaction – through this Web-site and through talking with you on the phone or in person at our shop.

We will show you countless testimonials from retail and commercial customers who have been with us through the years, and why we were the only transmission shop mentioned (and twice at that!) in this year's Austin American-Statesmen's retail customer satisfaction write-in contest. See why we are known as "Austin's finest transmission shop".

We want to have the opportunity to earn your trust and to provide the very best value to you and your family or business. Give us a try – we won't let you down!