



Drivetrain Direct Remanufactured Powertrain Limited Warranty

## DIESEL ENGINES

To retain the safety and dependability built into this product, it is essential that your product receives the scheduled maintenance at the recommended intervals contained in your vehicle Owner's Manual/Maintenance Schedule.

**DRIVETRAIN DIRECT OFFERS THE FOLLOWING LIMITED WARRANTY ON REMANUFACTURED PARTS THAT WE SELL. DRIVETRAIN DIRECT'S LIMITED WARRANTY SUPERSEDES ALL OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY FOR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO OTHER WARRANTIES BEYOND THE DESCRIPTION CONTAINED HEREIN.**

**NOTE:** Injectors must be tested or replaced

### Warranty Options:

- 2 Year Unlimited Mileage - 1 Ton or Below

or

- 1 Year Unlimited Mileage - Over 1 Ton
- Labor at \$70/hr per book time (Identifix)
- All labor and any part replacement **must be pre-approved.**
- ***Vehicles over 12,000 pounds gross vehicle weight are subject to a 12 month / 12,000 mile parts and labor warranty only. This includes any vehicles used for ambulances, police, boom trucks, tow trucks, and any other severe level duty vehicles.***

## **A Diesel Specialist will reach out to help with the diagnostic**

\*Refer to the invoice which product level was purchased.

Drivetrain Direct warrants the purchaser that it will repair or replace, at its option, using new, remanufactured or used parts, any purchased remanufactured powertrain assembly that fails due to a manufacturer's defect, defect in material or workmanship.

When defective parts or assemblies are returned for teardown if no manufacturer defect is found there will be no labor reimbursement and the warranty will be determined by a plant inspection moving forward.

If a manufacturer defect is determined by the Drivetrain Direct warranty department and combined with a proper diagnosis of the vehicle by the repair facility the manufacturer will send a replacement part or a unit at no cost to the customer. If no replacement is available Drivetrain Direct reserves the right to issue a pro-rated refund. A refund will be based upon purchase price and service life of the unit.

Warranty begins on the original install date by an authorized dealer or by a qualified independent service center. **For over-the-counter sales, warranty begins on date of sale, and does not include labor coverage unless it is installed at a qualified repair facility.**

### **If the product is sold to a repair facility:**

Drivetrain Direct is a distributor of quality products from many OEM and aftermarket suppliers. This document acts as a guide for the warranty process and does not replace the manufacturer's warranty. As a Drivetrain Direct re-seller, you acknowledge by receiving this document you have read and agree to the terms listed. This document should be provided to the end user to retain in case any warranty were to arise. It is the repair facility's responsibility to discuss the full warranty document and all extended warranties offered at the time of sale.

Drivetrain Direct's limited warranty will end after the expiration of time or mileage from the date of the original invoice for over the counter sales. Any repairs or replacement will not extend the warranty. The buyer shall be responsible for all defects, thereafter, regardless of cause.

*If purchasing an OEM part, the manufacturer warranty would be followed in the event of a warranty claim.*

No benefits or remedies are available under this limited warranty while the invoice for the unit or unreturned core are outstanding.

Proof of proper maintenance is the vehicle owner's responsibility. Keep all receipts and be prepared to make them available if questions arise about maintenance.

### **EXCLUSIONS:**

The following problems, events, and conditions are excluded from and will not be covered by this warranty and are NOT the responsibility of Drivetrain Direct nor shall Drivetrain Direct be under any obligation to provide payment, refunds, or other compensation for defects or failures caused in whole or in part by these Exclusions:

- 
- Defects or failures caused by improper maintenance as described in the vehicle's original Maintenance Schedule/Owner's Manual, failure to follow Maintenance Schedule intervals, or failure to use or maintain proper type and levels of fluid, oil, and lubricants recommended in the Maintenance Schedule/Owner's Manual or supplied with the powertrain assembly
- This warranty does not cover issues associated with improper installation and/or reuse of components not included with the new engine. Thus including:
  - Damage due to computer codes or check engine light codes not addressed and repaired as per OEM calibrations.
  - Damage due to the installer using incorrect gaskets or sealant.
    - Overheating due to a faulty cooling system, fuel system, computer system, or water pressure loss. Do not remove the heat tabs installed on your long block. Melted, damaged, tampered with, or removed heat tabs will void all warranties.
- Engines stored longer than 6 (six) months by a distributor or end user or in a vehicle "not in use" for 6 (six) months require maintenance. Claims arising from loss, or damage due to storage, or lack of use will not be reimbursed.
- Damage to bearings because of overheating, lack of lubrication, fuel wash, or contamination. Bearing failure outside the break in period is considered lack of maintenance, lack of lubrication, over fueling, or contamination.
- Defects or failures caused by overheating (heat tab bulging or melting)
- Defects or failures caused by lack of lubrication (running out of oil or coolant)
- Defects or failures caused by improper fluid levels or contamination of fluids
- Damage resulting from improper injection timing, including but not limited to melted or broken pistons, broke piston rings, damaged cylinder heads, leaking head gaskets, etc.
- Repair or replacement required as a result of any accident or misuse.
- Repair or replacement of any accessory or service item, including specifically but not limited to: all components of the cooling, fuel, electrical, exhaust systems, ignition systems, all belts, hoses, sensors, switches, and filters.
- Any product used for competition, racing, or related purposes.
- Any product to which a device or accessory not conforming to original manufacturer's specifications has been installed; Including but not limited to programmers, performance chips, and, non-stock computers. Misapplication including, but not limited to, changing stock air fuel mixture from the original manufacturer's specifications.
- Damage as a result of electrolysis; including but not limited to, deterioration of engine components as a result of excessive electrical current, including corroded freeze plugs, head gaskets, cylinder heads, or blocks.
- Crankshaft thrust surface worn due to excessive forward pressure placed on the rear of the crankshaft.
- Damage resulting from improper repair(s) or attempted repair(s) by any service technician.
- Parts which are scored or broken because the engine was operated with insufficient or contaminated lubricating oil. Bearing damage may occur if oil level is not properly maintained.
- Damage or wear to parts caused by dirt which entered the engine because of improper air cleaner maintenance, reassembly or use of a non-original air cleaner element or cartridge.
- Engine or equipment parts broken by excessive vibration caused by a loose engine mount, improper attachment of equipment to engine crankshaft, or other abuse in operation.
- Lack of routine tune-ups

- Product used in manners that violate the terms of the Drivetrain Direct Limited Warranty or is used for purposes other than their original intent.
- Gaskets and seals included on the engine are warranted against normal defects in material and workmanship for the duration of the long block warranty for both parts and labor.
- Gaskets and seals not provided with the engine are warranted against normal defects in material and workmanship for 12 months/unlimited miles from the date of purchase for parts (exchange) only. The warranty does not cover labor charges associated with reinstallation.
- Damage resulting from acts of nature such as freezing, lightning, earthquake, wind storm, hail, flood, and other acts beyond the control of Drivetrain Direct.
- Oil cooler, fuel injectors and air compressor (if applicable) not replaced at the time of engine replacement.
- Defective fuel injectors, clogged fuel lines, sticking valves, or other damage caused by using contaminated or stale fuel.
- Camshaft lobe or lifter wear on flat lifters

- 
- Detonation of a piston - burned pistons or holes in pistons
- Defects or failures caused by lack of proper break-in procedures
- Defects or failures on vehicles that have been altered in suspension or modified from the original manufacturer's specifications and industrial applications.
- Defects or failures caused by damage because of modification/replacement of the torque converter
- Defects or failures due to abuse, engine over-revving, load capacity or improper towing, improper use, or any use related to racing, track, or competition for which it was not designed. Proper vehicle use is discussed in the vehicle Owner's Manual.
- Defects or failures caused by any broken or damaged solid transmission shafts (Input, Output, or Intermediate).
- Defects or failures caused by fire, flood, vandalism, theft and collision.
- Defects or failures caused by rust or corrosion, or damage caused by electrolysis
- Excessive oil consumption inside of manufacturers specifications
- Repairs or replacements do not extend or renew this warranty
- Any odometer that has been disconnected, tampered with, or the mileage reading has been altered are not covered
- Loss of use, loss of time, lost wages, personal damages, injury to person or property, per diem expenses, storage fees, lift, medical expenses, telephone charges, special, punitive , incidental damages, inconvenience, other economic loss or other consequential loss or any associated freight cost.
- Vehicles registered and normally operated outside of the United States are not covered
- Unauthorized repair work performed by the customer or repair facility not authorized by Drivetrain Direct are not covered
- Defects or failures due to damage caused by aftermarket tuners, deleted EGR and DPF, and any vehicle with EFI Live

In no event shall Drivetrain Direct be liable for any amount of money beyond the Drivetrain Direct sale price of the product to the Purchaser.

**Warranty remedies are for the purchased product only. Any associated part damage or failure is not covered by this warranty.**

**NOTES:**

Catastrophic failure Engine: Customer is responsible for safely stopping the vehicle when safety indicators are present and causing further damage to the unit. These instances will not be covered under warranty. Examples of this are engine overheating, excessive engine noise, excessive leaks, and check engine lights.

Starting A Warranty Claim:

Warranty Repairs can be initiated by starting a claim online or by calling Drivetrain Direct's warranty department:

- To Start the warranty process:
  - All labor and any part replacement must be pre-approved.
  - NOTE: All labor expenses for field repairs, removal and reinstallation shall be determined from hours listed in the current IDENTIFIX time guide or preapproved time at the factory approved rate.

- Once submitted, our warranty department will work directly with the repair facility (unless an OEM unit) to properly diagnose the concern and either fix the powertrain assembly or replace the powertrain assembly. Drivetrain Direct will pay the repair facility directly for any authorized repairs after the repair order (RO) has been received and defect is returned. Drivetrain Direct provides parts for repair but if agreed upon by Drivetrain Direct and the installer, parts can be sourced by installer and Drivetrain Direct will reimburse at supplier part cost.
- All units not being installed into their intended applications will be parts and labor pending the unit is received back at the facility and teardown has been performed.
- Drivetrain Direct reserves the right to send a warranty inspection on all warranty claims.
- In the event of a warranty and parts or labor payment is given, the payout is given directly to the repair facility. Any refunds to the customer shall be made between the repair facility and the vehicle owner.
- Drivetrain Directs limited warranty is transferable with no fees. Failure to notify Drivetrain Direct within 30 days of a vehicle owner change will result in a voided warranty.

**In the event of a denied claim, further action would need to be disputed directly with the product manufacturer. This information will be provided upon request along with all claim details.**

If this product is sold to a repair facility or reseller, any disputes outside of these warranty guidelines would be the responsibility of the repair facility or installer.

This Warranty shall be nullified, and Drivetrain Direct shall be relieved from any responsibility of liability under this limited warranty on any unit for which required cores have not been returned to Drivetrain Direct. Drivetrain Direct reserves the right to charge back the cost of the unit, shipping, or labor charges should it be determined that the failure is not a manufacturer defect.

In the event of an unpaid invoice of over 60 days Drivetrain Direct reserves the right to contact the vehicle owner with a notice of warranty void.

**Any reseller of Drivetrain Direct product lines holds responsibility for accurate warranty information provided to the customer. Any warranties expressed or implied above Drivetrain Directs warranty would be the resellers responsibility. Resellers acknowledge the difference in labor rate in the event of a warranty has been discussed with the purchasing party.**

Service Plans Are Available to purchase at date of invoice or within 15 days of date of invoice if no existing claim is open.

Limited Warranty Questions:

Drivetrain Direct

6610 Rawley Pike

Hinton VA 22831