



Drivetrain Direct Cylinder Head Limited Warranty

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 IT SELLS. 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.

This warranty covers replacement cylinder heads or associated parts only.

Cylinder Head Warranty is a 36-month unlimited mileage limited warranty to the purchaser.

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.

If a manufacturer defect is determined by the Drivetrain Direct warranty department 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 invoice 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 was 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. 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.

This limited warranty does not cover towing charges, or vehicle rental (unless in original warranty and only up to specified amount).

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

If the defect or failure is the result of any issue listed under "Exclusions" this limited warranty is invalid and Drivetrain Direct is specifically free from any claims, demands, judgments, costs, fees, or expenses incurred by you that are associated with or caused by or excluded from coverage by the Exclusions. In such an event, after review of the product, Drivetrain Direct will notify you of its findings and the cost of repair, freight and labor all of which are your responsibility.

Documentation Requirements:

The dealer or independent repair facility must be furnished with the original repair order (RO) or sales slip.

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:
 - o All labor and any part replacement must be pre-approved.
 - NOTE: This product does not pay labor time
 - o When contacting the warranty department please have the following information:
 1. Vehicle identification number (VIN)
 2. Make, model, year
 3. Serial number of the engine or transmission
 4. Part number of engine, transmission or component
 5. Date and mileage at the time of installation
 6. Current mileage
 7. Description of problem that you are having with the remanufactured transmission, engine or component
 - o Diagnostic time will only be covered if instructed by the warranty department
 - o Once submitted, our warranty department will work directly with the repair facility 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. 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. Failure to submit to warranty inspection can result in a voided warranty.
- 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.

Drivetrain Direct offers this limited warranty and any warranty provided in addition would be administered through the facility or reseller. The repair facility or reseller must communicate all warranty claim details with the vehicle owner. Drivetrain Direct is not responsible for keeping the vehicle owner up to date with warranty claims unless purchased directly from Drivetrain Direct. If the product was purchased from a reseller or repair facility, Drivetrain Direct will keep the repair facility updated on the status of the claim.

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. This Warranty shall be nullified and Drivetrain Direct shall be relieved from any responsibility or liability under this warranty on any unit for which invoices carry an open balance (e.g.: all bills must be paid in full and all cores must have been returned before warranty replacement or repair will even be considered by 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 was caused by improper installation, abuse, misuse, lack of maintenance, neglect, accident(s), vandalism or any other condition not covered by this warranty. The Drivetrain Direct product warranty will only be honored within the continental United States.

Any claims outside of these provided warranty guidelines, would need to be addressed with the manufacturer of the product in their local state. This information will be provided upon request in the event of an escalated claim.

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.

Limited Warranty Questions:

Drivetrain Direct
6610 Rawley Pike
Hinton VA 22831

Manufacturer Warranty Questions:

Multiple manufacturers are used when supplying remanufactured products. Please contact Drivetrain Direct for the correct manufacturer contact information for any questions on the manufacturer's warranty.