



Drivetrain Direct Limited Warranty

Good, Better, Best 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 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.

The Best Product Limited Warranty Covers:

- Best level product purchased has a 36 month, unlimited mileage limited warranty to the purchaser.
- Labor coverage at \$90/hr per book time (IDENTIFIX *These are the common tools used by installers to determine how long a job will take // is billed for) **Reimbursement will be made after teardown and inspection of the unit.**
- Fluid allowance (transmission fluid up to \$6.99 per qt, Engine oil and filter at a combined price up to \$40.
- Rental and/or Towing reimbursement with an approved rental invoice from a rental car company up to \$200 (customer or shop is responsible for obtaining rental). Towing can be reimbursed with an approved invoice and cannot be combined with car rental unless less than the combined \$200 maximum reimbursement. **Reimbursement will be made after teardown and inspection of the unit.**

Better Level Product Limited Warranty Covers:

- Better level product purchased has a 36 month 100,000 miles from installation limited warranty to the purchaser.
- Labor at \$70/hr per book time (IDENTIFIX).

The Good Product Limited Warranty covers:

- Good level product purchased has a 36 month 100,000 miles from installation limited warranty to the purchaser.
- Labor at \$50/hr per book time (IDENTIFIX).

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

All product levels cover up to \$150 programming of a warranty replacement.

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.

EXCEPTIONS:

- **12 month / 12,000 mile parts and labor warranty only on the below vehicles:**
 - **Vehicles over 12,000 pounds gross vehicle weight**
 - **This includes any vehicles used for ambulances, police, boom trucks, tow trucks, and any other severe level duty vehicles.**
- **18 month / 18,000 mile parts and labor warranty only on the below vehicles:**
 - **Severe Duty and Commercial Vehicles**
 - **Engines installed in vehicles used for severe duty commercial purposes, including but not limited to, heavy-duty towing, hauling, ambulance, police, car haulers, and any vehicle towing more than 20,000 pounds or operation in extreme environmental conditions.**
 - **Military Usage:**
- **Engines installed in vehicles used for military purposes, including but not limited to, combat operations, tactical transport, or other military applications.**

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.

***Note..... If a transmission was purchased failure to follow the installation guide including programming/flashing will result in a voided warranty. It is the installation facilities responsibility to ensure proper installation by researching all requirements to install the product purchased correctly.**

***Note..... When installing an engine inspect all components included outside of the long block that are provided complimentary. Any damage or wear that is abnormal should be swapped with the core engine or purchased new.**

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
- 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
- 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 driveline: If the component purchased is a driveline unit, (Transmission, Transfer Case, or Differential) installer is responsible for and must inspect for any worn component and must replace before installation of new unit. Customer is responsible for safely stopping the vehicle when safety indicators are present to avoid causing further damage to the unit. These instances will not be covered under warranty. Examples of this would be excessive noise and leaks. Excessive tire wear leading to a component failure is not covered under warranty.

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 pre-approved 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.

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.

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.

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.

If you have chosen to purchase a service plan upon inspection of the defective part or unit the additional amount will be applied to the repair facility or reimbursed to the customer.

Limited Warranty Questions:

Drivetrain Direct
6610 Rawley Pike
Hinton VA 22831