



## Drivetrain Direct Certified Used Standard Powertrain 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 USED 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.**

### Used Product Limited Warranty Covers:

- Used level product purchased has an 18-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.

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 void moving forward.

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 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. 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
- Defects caused by wear and tear
- Camshaft lobe or lifter wear on flat lifters

- Detonation of a piston - burned pistons or holes in pistons
- Defects or failures caused by dirt found on assembly
- Damaged or leaking gaskets, seals or fittings
- Defects or failures caused by lack of proper break-in procedures and break-in oil
- Defects or failures caused by storage of engine - non use
- Defects or failures on vehicles that have been altered in suspension or modified from the original manufacturer's specifications, industrial applications.
- Defects or failures caused by any vehicle modifications
- Defects or failures due to use of components in excess or maximum torque specifications
- Defects or failures caused by damage because of modification/replacement of the torque converter Defects or failures caused by failure of non-included parts, altered units or add-on parts
- Defects or failures due to damage due to negligence, abuse, alteration, accident, engine overrevving, improper use or operation, 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 alteration of either the drive train or the suspension from the original manufacturers specifications
- Defects or failures caused by any broken or damaged solid transmission shafts (Input, Output, or Intermediate).
- Defects or failures caused by dirty or improper installation
- Overheating or freeze cracks to the block or heads
- Defects or failures caused by failure to maintain proper coolant, fluid or lubrication levels or contaminated fluids, coolants, or lubricants
- Defects or failures caused by fire, flood, vandalism, theft, collision, casualties, riots, acts of war or acts of God
- Defects or failures caused by rust or corrosion, or damage caused by electrolysis
- Defects or failures caused by competition of racing, usages not approved by the vehicle manufacturer, improper load capacity, or improper towing, misuse or road conditions
- Excessive oil consumption and diminished performance
- Repairs or replacements do not extend or renew this warranty
- Defects or failures in engine oil consumption less than 1.5qts every 1000mi
- Vehicle components that require normal manufacturer's recommended replacement intervals are not covered ● Cracked heads
- 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
- Parts which have been affected by exposure to the elements or chemical influence such as road salt or industrial fallout

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.

#### **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 and causing further damage to the unit. These instances will not be covered under warranty. Examples of this would be excessive noise and leaks.

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.

This limited warranty will be considered null and void for any of the following conditions:

- Any product is purchased and not paid for within 45 days
- Failure to flash and perform drive learn procedures on transmissions
- Failure to return core unit

#### **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:
  - 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.
  - 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 used transmission, engine or component
- Diagnostic time will only be covered if instructed by the warranty department
- Please visit our website [DrivetrainDirect.com](http://DrivetrainDirect.com). Once there, hover over the green "Warranty Info", submit warranty claim will appear, click on that. It will direct you to another page that gives you a "Submit Online", please choose the part you are having concerns with. That will then take you to the form to fill out. Please read through the whole form before submitting. This will give us a majority if not all the info we need to process your claim.
- 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.
- 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.

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 or used products. Please contact Drivetrain Direct for the correct manufacturer contact information for any questions on the manufacturer's warranty.