



# **1 TON & COMMERCIAL VEHICLE LIMITED WARRANTY**

**POWERTRAIN PRODUCTS, INC.** or PPI warrants components against defects in our workmanship and material in accordance with the schedules and limitations outlined below. This limited warranty is subject to certain exclusions, limitations and conditions. Powertrain's liability under this warranty is limited solely to the repair or replacement of defective parts and/or workmanship. Powertrain shall not be liable for any incidental, special, consequential, or exemplary damages, or for any service not expressly provided for herein, relating to or arising from the Powertrain product. **A claim number and PPI warranty agent authorization for specific work must be received prior to repair or replacement of any goods. Any work performed without prior authorization will not receive reimbursement.**

**Applies to Engines, Transmissions, Differentials and Transfer Cases installed in the following vehicles:**

**1 ton applications, fire, rescue, towing, plowing, delivery vehicles, vehicles operated on natural gas or propane for fuel, rental, taxi, limo, or vehicle for hire (ex. Uber, LYFT, etc)**

**18 Month or 50K Mile Powertrain Products, Inc. 1 Ton & Commercial Products Warranty:**

**Labor Paid at Advertised Shop Rate up to \$50.00 an hour per ALLDATA Flat Rate time for approved repairs not to exceed 20 hours per labor claim for engines, 10 hours for transmissions and 6 hours for differential or transfer cases. The PURECARE warranty upgrade is not available with this warranty.**

**INSTALL KITS & OTHER MISCELLANEOUS PARTS:**

**1 year Parts Only. There is no labor coverage provided on the replacement labor of any install kit or small parts. In the event a part is obtained locally we will reimburse at the national jobber listed price.**

Warranty reimbursement will be at shop's advertised per hour labor rate per hour per book time not to exceed aforementioned labor caps (ALLDATA). Fleet customers will be reimbursed at a rate of \$35.00 per hour ALLDATA suggested time. No other warranty reimbursement for labor will be made to anyone other than a repair facility that is a listed business. In order to pursue labor reimbursement, a printed copy of the repair facilities repair order will be required. Hand written & non business type repair orders are not acceptable. Reimbursement will not be made to one off LLC or the like businesses created within the last 6 months for the sake of receiving reimbursement. No payments will be made for work completed as a DIY on owners personal vehicle, or outside of a listed business that is a vehicle repair facility. If Powertrain Products direct customer is not a listed repair facility then a printed, paid repair order as described herein can be used as a receipt for approved claim labor reimbursement. Any request for warranty reimbursements must be submitted in the proper format described herein for consideration within 30 days of the final claim inspection/determination. Any requests after that point are null and void.

Coverage does not apply to damage caused by the following: damage as the result of an accident, fire, flood, theft, racing or competition use of any kind, addition of power adders ex: superchargers, turbochargers, use of nitrous, methanol, etc. any loss that is or should be covered under a standard automobile insurance policy. Any adjustments to the vehicles tuning or programming whether via a shelf tuner or a custom tune will void the warranty. Any engine adjustments that are a part of the typical installation procedure such as valve adjustments on Chevy small block engines, V-6, or any other engine requiring adjustments prior to installation. Gaskets not installed by PPI even if included new with purchased product.

Any request for warranty transfer must be done in writing through PPI's Customer Service Department. Transfer of Warranty is available for vehicles 12 months in service or less at the time of vehicle sale. A fee of \$200.00 will be incurred for transfer of warranty. Failure to transfer will void warranty coverage.

# INSTALLATION AND BREAK IN PROCEDURES

## **Prior to Installation - Installer Responsibilities PLEASE READ!!**

It is the sole responsibility of the installer and/or owner to properly diagnose and fix all problems with the vehicle prior to the new PPI product being installed. There are many external devices that can lead to the damage of an engine, transmission, transfer case, differential, or cylinder head. If these items are not addressed, then the problem can be carried over to the new PPI product and potentially VOID the warranty. Please make sure all devices are in working order. This is not an unconditional warranty against all hazards and failures. The products distributed by PPI are warranted to the original dealer and/or vehicle owner against defects in parts or factory workmanship.

## **BREAK-IN PROCESS**

**Initial Start-Up** - Prior to start up, the engine must be oil primed to prevent dry start and damage to the engine. Failure to engine internals due to dry start will void the warranty. If proper oil pressure cannot be obtained then a PPI representative should be called for direction on how to proceed. When applicable, valves must be readjusted to vehicle specifications. This is necessary on many engines after a certain amount of heat cycles and is part of the installation process. This is not a problem with the build and this procedure is not warrantable. Examples would be 65-2002 Chevy 350 engines, Chevy 4.3, and any other engine with adjustable valve-rocker clearance.

**Engines/Cylinder Heads** - The PPI engine should be broken in using only conventional oil! The use of synthetic oil during the break-in process will inhibit the seats and rings from cutting in properly and extend oil consumption. The new engine should be run for a period of 500 miles on conventional oil at which time a routine checkup, as well as oil and filter change, should be conducted. Then the vehicle should be put into service for another 2,500 to 3,000 miles (again, with conventional oil). At the end of the 2,500 to 3,000 mile service time frame there should be another routine checkup, oil, and filter change. At this point standard OEM maintenance schedules can be followed and synthetic oil can be utilized. Longest engine life and proper driveability can be expected when oil maintenance is performed every 3,000 miles. This properly flushes the engine of contaminants and prevents buildup in the engine, which leads to earlier than expected failures down the road.

Routine maintenance receipts should be kept with mileage and dates documented. In the event of a failure, PPI may require these documents prior to proceeding with a warranty claim. Proper break-in driving should not include loading the vehicle, such as using a trailer, heavy loads, and hard driving, among other examples. The ideal situation for break in is city driving with stop and go traffic and a constant varying engine RPMs. Check engine oil levels daily. Oil consumption is expected during the first 3,000 to 4,000 miles of driving. Failure to maintain proper oil levels will lead to engine damage and, therefore, will void your warranty.

**Transmission, Transfer Cases, Differentials/Drivetrain** - The PPI drivetrain components are broken in right out of the box. You can resume regular service once proper installation is complete and proper operability is confirmed by the installing technician. In the event a problem should arise via trouble lights or noise/performance-related issues discontinue use and have the vehicle inspected to prevent damage to the product that could potentially void the warranty. With later model transmissions it should be noted that driveability issue can be observed for the first 500 miles while the transmission relearn process is under way. This is not a problem and should resolve itself once the TCM adjusts to the new transmission and driving conditions.

**Limited Reimbursement Warranty** - PPI warrants to the original purchaser that their remanufactured or used Engine, Transmission, Transfer Case, Differential, or Cylinder Head shall be free from defects from time or distance, as noted on the first page of this warranty, from the original purchase date or whichever occurs first. This is a limited warranty that does NOT include coverage for labor time above and beyond the stated warranty labor rates, and labor caps. Nor does it cover other parts costs, fluids, taxes, miscellaneous shop fees, diagnostic labor time, rental car, loss of wages, nor legal fees. Additional freight costs beyond a single warranty shipment and return are costs billable to the customer. PPI reserves the right to collect the excess freight charges during the warranty claim and stop claim processing if charges are not paid when the costs are incurred. Charges that are billable are as follows - customer or shop address changes undisclosed prior to shipment, claim cancellations, multiple pick up and delivery attempts, storage fees - this includes any fees outside a typical freight shipment for the claim and then a single pick up.

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**This warranty is subject to the following terms and conditions listed below.**

Repair facility or purchaser must notify PPI to obtain a claim number and procedure for claim – NO EXCEPTIONS. No claims shall be honored if prior authorization is not obtained. PPI reserves the right to inspect any and all products prior to reimbursement being made. Money due under this claim will be distributed after inspection and final claim determination by PPI. Claim determination occurs after all warrantied items have been returned for inspection, and claim inspections completed. Generally monies are released 60-90 days after return of parts & inspections are completed, some inspections may have a longer time required for completion. PPI reserves the right to repair or replace products as we see fit. We make no guarantees the entire product will be replaced if the repair requires only a part to be fully serviceable again. The determination of what is replaced is at the sole discretion of PPI. PPI reserves the right to require parts to be returned prior to replacement products being appropriated in the event we feel the failure may have been caused by something not warrantable (See What is Not Covered). PPI is not responsible for claim reimbursement when the defective parts are discarded and not made available for inspection.

PPI reserves the right to return all parts to their original manufacturer for further inspection prior to determination being made. Any parts reimbursement sought will be made at shop cost only (not a marked up version of). We will require parts store invoices for cost to be determined. In the event parts store receipts are not made available, PPI will use national jobber parts costs listing to establish a proper and fair reimbursement.

## **COMMON INSTALLATION RECOMMENDATIONS**

Quite often recommendations come with the product purchase to help ensure a successful installation. Review below the most common recommendations that pertain to your purchase.

**\*\*\*Also to be noted and followed are any additional instructions and recommendations that may be labeled on the product or inside the crate.\*\*\* Failure to do so may lead to damaging the new unit and voiding the warranty.**

**Be sure to share these notes/recommendations with any persons installing your new product.**

### **Engines:**

Dodge/Chrysler/Jeep 3.7L 4.7L 5.7L

**\*\*\*Intake manifolds are recommended to be replaced with new engine installations. When new intakes are not available, clean at your own risk\*\*\* Failure to do so will allow debris from original engine to be ingested in the new engine resulting in engine failure.**

### **Engines with oil coolers:**

**\*\*\*To prevent failure of the new engine, an engine oil cooler replacement is recommended. Flushing is acceptable only in units that fluid was not contaminated but do so at your own risk. Units failing from contaminated fluid will not be covered\*\*\* Cooler replacement guarantees a clean system and flawless installation.**

### **Transmissions:**

**\*\*\*To prevent failure of the new transmission, a transmission oil cooler replacement is required - this includes internal (in radiator) and external transmission oil coolers. Flushing is acceptable only in units that fluid was not discolored but to do so at your own risk. Units failing from contaminated fluid will not be warranty covered\*\*\* Cooler replacement guarantees a clean system and flawless installation.**

### **Dodge 271D/273D Transfer Cases:**

**\*\*\* Replacing the front driveshaft is required to uphold your warranty. Dodge factory driveshafts are known to wear prematurely resulting in premature transfer case failure and even catastrophic drivetrain failure. Reuse at your own risk. Due to an increased failure rate in aftermarket (Amazon purchased and other) driveshafts and only OEM driveshaft replacements will be considered as acceptable. Failure related to the use of substandard aftermarket driveshafts will not be covered. Transfer case seal leaks and or failure as a result of the front driveshaft will not be covered\*\*\***

# WARRANTY LIMITATIONS

## WHAT IS NOT COVERED

**Normal Wear** - PPI products are all subject to normal wear and tear which is not covered under the warranty. Periodic maintenance must be performed in order for the PPI product to perform properly. The PPI standard warranty will not apply if damage to the product has occurred due to misuse, lack of routine maintenance, shipping, handling, warehousing, or improper installation. Also, the warranty is void if the serial number of the PPI product or heat tabs have been removed or altered in any way. The addition of any add-on high performance parts to the vehicle will void the warranty.

**Improper Maintenance** - The overall life of the PPI product is directly affected by the care and maintenance it receives and how it is operated. Wear when caused by dirt, dust, spark plug cleaning grit, other abrasive material, or any foreign material that has entered the engine because of operator or installer error is not covered under the PPI standard warranty.

### The standard warranty does not apply to repairs required due to:

- Problems caused by parts that are not PPI supplied parts, including but not limited to parts not supplied with and existing outside of the PPI product.
- Damage caused by the use of aftermarket tuners or tunes to the ECM or TCM operation will void the warranty.
- Damage as a result of overheating, lack of lubrication, fuel wash, or contamination.
- Damage resulting from pre-ignition or detonation, including but not limited to melted piston(s), broken piston rings, damaged cylinder heads, and leaking head gaskets.
- Repair or replacement required as a result of any accident or misuse.
- Repair or replacement of any accessory or external item, including but not limited to all components of the cooling system, fuel, electrical, exhaust and ignition systems, in addition to all belts, hoses, bolts, shafts, sensors, switches, and mounts.
- Any product used for competition, racing, or related purposes.
- Any product to which a device or accessory not conforming to OEM manufacturers specifications is installed.
- Damage as a result of electrolysis, including but not limited to deterioration of engine components as a result of an excessive electrical current.
- Improperly maintained coolant, and/or any product on which periodic maintenance services required by the OEM manufacturer have not been performed.
- Worn crankshaft thrust surface due to excessive forward pressure placed on the rear of the crankshaft or reverse pressure from accessory drive items pulling the crankshaft and causing damage.
- Damage resulting from improper repair( s) or attempted repair( s) by anyone.
- Leaking carburetors, clogged fuel pipes, sticking valves, or other damage caused by the use of contaminated, stale, or bad fuel.
- Parts which are scored or broken because an engine was operated with insufficient or contaminated lubricating oil or an incorrect grade of lubricating oil ( check and refill when necessary and change at recommended intervals). Engine damage will occur if proper oil levels are not maintained.)
- Repair or adjustment of associated parts or assemblies such as clutches and transmission, etc.
- Damage or wear to parts caused by dirt, water, or any foreign debris that has entered the engine because of improper air filter maintenance, use of aftermarket air filter assemblies ( ex: K&N Filters), or proper sealing of engines, vacuum system, and all components. Air filter must be replaced at OEM recommended intervals.
- Engine or equipment parts broken by excessive vibration caused by loose engine mounting, improper attachment, or equipment to engine crankshaft or other abuse in operation.
- Lack of routine tune up or adjustment of engine to include tune up components specifically but not limited to spark plugs, plug wires, filters, distributor cap and rotor, fuel filters, oxygen sensors, fuel injectors, etc.
- Engine or engine component failure, such as combustion chamber, valves, valve seats, valve guides, or burned start motor windings caused by the use of alternate fuels, such as liquefied petroleum, natural gas, altered gasoline, and nitrous oxide.
- Products used in the manner that violated the terms of PPI's installation procedure or OEM recommended guidelines for operations and maintenance.
- Damage caused by the ingestion of foreign debris into the engine to include but not limited to old valve seat materials, bolts, nuts, dirt, RTV, sockets, etc.
- Adjustments to engine that is part of the typical installation procedure such as valve adjustments on Chevy small block engines, V-6, or any other engine requiring adjustments prior to installation.
- Damage to crankshaft threads or repaired inserts due to improper balancer installation. All crank threads are thoroughly checked prior to shipping.
- Engines make noise while in use, claims regarding normal operation noises will not be honored, if there are noise concerns then please reach out to us. The remanufactured engine may sound different than your original engine.
- Gaskets not installed by PPI even if included new with purchased product.



## **Owner/Operator:**

I have read and understand the written warranty that came with the product and its limitations. I understand it is a limited warranty that only covers defects in material or workmanship at limited rates. I understand all the excluded failures that are not covered and will not operate my vehicle when problems exist. I understand that failing to follow instructions for installation or maintenance provided by Powertrain Products, Inc. or the original equipment manufacturer may jeopardize my warranty for any related problems. I will have my vehicle re-inspected and have the oil changed (for engines) at 500-1,000 miles and also follow original equipment manufacturer's maintenance schedule and keep detailed records.

The purchaser hereby stipulates that any dispute arising as a result of this warranty shall be governed by the laws of the State of Maryland and heard in the court of Queen Annes County, MD. Any claim asserted seeking damages for a breach of warranty or any other claim arising under the agreement shall be brought in the previously named court in the State of Maryland. The parties consent to jurisdiction in the State of Maryland. The purchasing parties, installers or future repair facilities agree that they will not bring any action in the courts of any other state.

This warranty applies only to products sold, installed, and/or operated in the 48 contiguous states of the United States. If the customer's vehicle fails or has been relocated out of the 48 contiguous states of the United States, the warranty is void.

**The warranty registration must be electronically acknowledged, signed and registered within 30 days of purchase or the warranty is voided.**