



## No Fault Customer Care Package

Powertrain Products Inc. No Fault Customer Care Package is an economical way to increase the protection on your new Powertrain replacement product. This is additional to the standard coverage that is provided with each purchase.

This plan provides the following:

**No Fault Coverage:** All products will be repaired or replaced regardless of the cause of failure for the extent of the warranty period from purchase date.

**Customer Care Labor:** Warranty labor rate will be increased as high as \$100.00 per flat rate hour up from \$75.00 with our standard warranty. The amount per hour is based on the shops advertised labor rate.

**Customer Care Towing:** If you need towing coverage the warranty will cover up to \$150.00.

**Customer Care Rental Car:** Rental car will be reimbursed up to \$35.00 per day to a maximum of 10 days.

**Customer Care Diagnostic:** Two hours of warranty diagnostic time up to the rate of \$95.00 per labor rate hour will also be provided.

Limitations:

The No Fault Customer Care Package is only available at the time of purchase. once the invoice is created, it cannot be added later. This plan is transferrable for the first 12 months, to be included in the standard warranty transfer rate of \$200.00 (see standard warranty). Repairs or replacements do not extend the length of warranty time. A replacement product is warranted from the original invoice purchase date. The no fault warranty will apply to the first occurrence of failure only at which time the warranty will revert back to the standard warranty provided with your PPI product.

Powertrain Products Inc. employees, owners, and executives shall not be liable for any incidental, special, consequential, or exemplary damages, or for any service not expressly provided herein, relating to or arising from our products.

Defective products must be returned to PPI within 14 days of issue in order to obtain reimbursements. Receipts for rental car and towing must be provided from a licensed commercial towing or rental business ONLY in order for reimbursement to be processed. Receipts for repair work order labor must be provided and must come from a licensed repair facility ONLY. Any receipts from any other type of business or automotive repair will void any reimbursement.

This warranty provides diagnostic coverage up to 2 hours total; any other diagnostic expense incurred would be the customers responsibility. We encourage the customer to call prior to any diagnostic or repair work being done so that we can keep the time needed down. In most situations, 1 hour diagnostic time is all that is required. Any repairs or replacements made to the product without prior consent may jeopardize any or all of the warranty reimbursement as well as the warranty coverage moving forward.

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.

Exclusions:

All classes of motorhomes, commercial vehicles, off road, stationary, industrial, rental, marine and high performance or applications used for racing are exempt and not covered by this warranty. This warranty does not apply to any Allison transmissions.

Customer Responsibilities:

Although this is a no fault warranty, it is still the responsibility of the customer to provide routine maintenance per our standard warranty. Failure to do so will shorten the life of our products and result in a failure. The warranty registration must be signed and returned to PPI within 30 days of purchase or this warranty is voided.

Any further questions should be directed to [sales@powertrainproducts.net](mailto:sales@powertrainproducts.net) or 888-842-0023



## Registration for No Fault Customer Care Package

**Copy and Mail, fax or email within 30 days of purchase to:  
Powertrain Products Inc., P.O. Box 220, Stevensville, MD 21666  
Fax#: 410.643.3247, sales@powertrainproducts.net**

Install Date \_\_\_\_\_ Mileage at install \_\_\_\_\_ Invoice # \_\_\_\_\_  
Install labor rate per hour \_\_\_\_\_ Part # \_\_\_\_\_  
Serial # \_\_\_\_\_ VIN \_\_\_\_\_ 17 digits  
Vehicle Type \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_  
Address \_\_\_\_\_  
E-mail address \_\_\_\_\_ Phone # \_\_\_\_\_  
Installed by: Company \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

### Owner/Operator:

I have read and accept the terms and conditions of this written warranty. I understand this registration should be kept with a copy of my standard warranty registration and original invoice. Failure to do so may result in no warranty coverage. I understand this warranty package is in addition to the standard warranty provided by Powertrain Products Inc. and only applies to the first occurrence/failure of a product regardless of whether the failure is caused by Powertrain Products Inc or someone else at which time it would revert to the previously provided warranty. I acknowledge that proper maintenance must still be done to insure proper operation of my vehicle.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name \_\_\_\_\_

**Powertrain Products, Inc. P.O. Box 220, Stevensville, MD 21666  
888-842-0023 www.powertrainproducts.net**