Under the Castrol Transmax Transmission Warranty (CTTW) Program, Castrol Lubricants will pay the reasonable expenses for repair or replacement of Covered Parts and associated labor to restore the Covered Parts to operation up to the applicable coverage amount specified inside and subject to other exclusions, limitations, terms, conditions, Eligibility Requirements and consumer obligations set forth in this Castrol Transmax Transmission Warranty.

Castrol Transmax Full Synthetic Multi-Vehicle Automatic Transmission Fluid is a technologically advanced, low viscosity formulation specially designed to deliver performance and maximum fuel efficiency for modern automatic transmissions. It is blended with premium base stocks, a balanced additive package and is fully licensed and approved by both Ford and GM.

In the event of a claim you must call 1-888-CASTROL prior to having any repairs made. Any repairs done without Castrol Administrator authorization will not be covered under the CTTW. You must protect the vehicle from further damage.

You must provide the Claims Administrator with the following information:

1. All service repair orders/receipts demonstrating that the vehicle was serviced as required for coverage under this CTTW program.
2. All service repair orders/receipts demonstrating that the vehicle was serviced as required in the terms and conditions of any previous protection programs or service warranties (excluding OEM extended warranties) and proof of previous plan (if applicable).
3. A complete statement of damage and an estimated repair cost statement.
4. Vehicle purchase date verification or lease agreement if the vehicle is leased.
5. If requested, the damaged parts along with a sample of system fluid must be shipped as directed by the Administrator for analysis to:

Castrol Headquarters
P.O. Box 485
Lewiston, NY 14092

The CTTW and benefits are transferable if the vehicle ownership changes. Only authorized repairs made to vehicles operated in the United States are eligible for benefits under this CTTW program. Castrol is only responsible for the repairs if approved.
ELIGIBILITY AND SERVICE REQUIREMENTS

To activate this warranty, you must have the qualified service listed and described below performed on your vehicle within the mileage thresholds described below. Only the Covered Parts of a vehicle related to the Covered Service actually performed are eligible for coverage through this Warranty. Coverage amounts are limited based on the mileage at which the first Covered Service is performed.

Level 1 – Coverage up to $4,000
To qualify for Level 1 Coverage, your transmission must be: A) serviced with a full flush/drain and fluid replacement performed within the first 40,000 miles driven by the vehicle as shown on the odometer and: B) performed by a qualified technician. Level 1 Coverage of the Covered Parts related to each component service is limited to a lifetime maximum of $4,000.

Level 2 – Coverage up to $2,000
To qualify for Level 2 Coverage, your transmission must be: A) serviced with a full flush/drain and fluid replacement performed between 40,001 and 60,000 miles driven by the vehicle as shown on the odometer and: B) performed by a qualified technician. Level 2 Coverage of the Covered Parts related to each component service is limited to a lifetime maximum of $2,000.

Level 3 – Coverage up to $1,000
To qualify for Level 3 Coverage, your transmission must be: A) serviced with a full flush/drain and fluid replacement performed between 60,001 and 100,000 miles driven by the vehicle as shown on the odometer and: B) performed by a qualified technician. Level 3 Coverage of the Covered Parts related to each component service is limited to a lifetime maximum of $1,000.

Level 4 – Coverage up to $500
To qualify for Level 4 Coverage, your transmission must be: A) serviced with a full flush/drain and fluid replacement performed between 100,001 and 125,000 miles driven by the vehicle as shown on the odometer and B) performed by a qualified technician. Level 4 Coverage of the Covered Parts related to each component service is limited to a lifetime maximum of $500.

EXCLUSIONS, LIMITATIONS AND CONDITIONS

The following are excluded from the CTTW program:

• Vehicles that have been modified for or used in competition
• Vehicles that are in agricultural use
• Vehicles where the odometer has been changed
• Vehicles that are maintained by the use of in-house maintenance/repair facilities
• Claims that are the result of: collision or other accident; theft; vandalism; riot; explosion; earthquake; lightning; freezing; overheating; internal or external fire; water or flood damage (including prior flood damage); negligent, reckless, knowing or intentional damage caused by a party other than Castrol, transmit belt failure; improper service or maintenance; defect attributable to the vehicle manufacturer; improper installation of any part; fluid contamination (water or other foreign material); or the failure to keep the motor oil and engine coolant at levels prescribed by the vehicle manufacturer. Castrol may refuse payment of any claims that otherwise comply with the terms of this CTTW where Castrol believes in good faith that one or more of these causes contributed to the damage claimed.
• Any damage that occurs prior to the first Covered Service date. Timing of the damage may be verified through independent parts analysts by Castrol or its Administrators.
• Failure of a covered part that is the direct result of a mechanical or structural flaw that the manufacturer has acknowledged through any means such as public recalls or factory service bulletins, that the manufacturer will repair at no expense will not be covered, or is related to any pending legal proceeding.
• Claims also covered by the vehicle’s manufacturer warranty or extended service contract or warranty. However, if you have otherwise complied with the CTTW, Castrol will pay the deductible amount owed by you under any existing service contract previously purchased by you which covers component damage to the vehicle, up to the level of coverage qualified for determined by the CTTW Eligibility requirements.
• State tax, local tax, storage fees, shop supplies, core charges, and diagnosis are not covered.