

In addition to approval from the two major US auto manufacturers, Transmax Full Synthetic Multi-Vehicle ATF exceeds the requirements of the JASO-1A performance standard created by Japanese automobile manufacturers.

Castrol Transmax Full Synthetic Multi-vehicle also features Smooth Drive Technology™, providing an unsurpassed smooth driving experience and a range of superior benefits.

The CTTW program applies exclusively to transmission flush services performed with Castrol Full Synthetic Multi-vehicle automatic transmission fluid.

**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 CWWT 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.



## CLAIMS PROCEDURE



# Castrol® Transmax™ Lifetime Warranty Program

## CASTROL TRANSMAX TRANSMISSION WARRANTY PROGRAM

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.

- The CTTW covers only legally registered passenger cars, vans, SUV's and pick-up trucks with a GVW of 12,500 pounds or less
- The CTTW covers only vehicles where automatic transmission fluid is specified by the OEM (does not cover CVT, Manual Transmission Fluid, etc.).
- In the case of a leased vehicle, the lessee must be primarily obligated for repairs and maintenance.
- If covered vehicle is used for towing a trailer or other vehicle or object, the CTTW is not in effect unless covered vehicle is equipped with factory installed tow package or equal.
- To keep this CTTW in effect you must have all receipts and repair orders for maintenance and services required by the CTTW.
- Castrol may in its sole discretion require that the vehicle be repaired at a certified repair facility or performed by an ASE certified mechanic.
- Rental vehicle cost incurred during repair of a covered part is not covered by this CTTW program.

**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, altered or if the odometer has ceased to function
  - 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, timing belt failure; improper service or maintenance; defect attributable to the vehicle manufacturer; improper installation of any part; fluid contamination (water or other foreign material); of 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 its 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 program Eligibility requirements.
  - State tax, local tax, storage fees, shop supplies, core charges, and diagnosis are not covered.

**SERVICE REQUIREMENT INTERVALS ■ COVERED PARTS**



To remain eligible for the lifetime protection of the CTTW, you must have your transmission serviced with a full flush/drain and fluid replacement within 2,500 miles of your OEM specified drain interval. There is a maximum Grace Period of five hundred (500) miles. As an example, if your OEM specified drain interval is 30,000 miles and you have your transmission serviced at 33,000 miles, you will not lose coverage under the CTTW program.

All services must be performed by a qualified technician at a Castrol authorized oil change facility using Castrol Transmax Full Synthetic Multi-vehicle automatic transmission fluid. You may not perform your own services.

The CTTW applies to the Covered Parts for each service in the manner described below. For all covered services, a Castrol branded fluid must be used, in addition all fluids must meet OEM minimum specifications and requirements in the covered component.

The CTTW applies to the lubricated parts contained within the automatic transmission housing or case. The transmission housing is covered only when damaged by an internally lubricated part that is covered under the CTTW program. Leaking transmission seals and gaskets are not covered.

**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.

Payment of claims under this CTTW is limited to the Manufacturer Warranty Labor Rate and Manufacturer Warranty Labor Hours as set forth in the Chilton's Flat Rate Guide or other industry accepted rate guide along with the OEM listed or reasonable cost of replacement parts of like kind and quality, to make the necessary repairs or to replace any irreparably damaged Covered Parts.

