



THIS PREVENTIVE MAINTANANCE WARRANTY FOR PENRAY'S LIFETIME PREVENTIVE MAINTANENCE PROTECTION PLAN (PPP) IS FOR PENRAY PRODUCTS & SERVICES BETWEEN THE PROGRAM HOLDER AND PENRAY. THIS WARRANTY DOES NOT EXTEND TO ANY VEHICLE MANUFACTURER'S WARRANTY. IN THE EVENT OF A CLAIM OTHERWISE COVERED UNDER THE VEHICLES MANUFACTURER'S WARRANTY, OR ANY OTHER EXTENDED WARRANTY COVERAGE, AND IF COMPLIANCE WITH THE TERMS OF THE PPP WERE MET, THEN PENRAY WILL PAY THE DEDUCTIBLE AMOUNT (VEHICLE OWNER'S REQUIRED PAYMENT) UP TO BUT NOT EXCEEDING THE COVERAGE LIMIT EXPRESSED WITHIN THIS PROGRAM. THIS WARRANTY DOES NOT COVER MANUFACTURER'S DEFECTS AS EVIDENCED BY A TECHNICAL SERVICE BULLETIN OR RECALL NOTICE DOCUMENT.

In order to initiate coverage and comply with the terms of this warranty, the consumer must have performed the services on their vehicle within the recommended mileage thresholds described herein. Penray's Lifetime Preventive Maintenance Protection Plan (PPP) is separate from the vehicle manufacturer's warranty and is subject to all the terms and conditions provided within this protection plan.

Penray's Lifetime Preventive Maintenance Protection Plan entails a warranty reimbursement incorporated in the following service categories:

Penray's Fuel System Cleaning Service (gasoline engines, not direct injection): For gasoline fuel system cleaning services, an approved professional grade apparatus will need to be used for on-the-rail cleaning service, throttle plate cleaning service, and vacuum line/induction cleaning service. The following Penray part numbers are eligible for use under the terms of this protection plan- **2102, 2103, 2503 and 8101**. Fuel System Cleaning Services must be performed with an appropriate apparatus to effectively clean the vehicle's fuel injectors, intake valves (gasoline engines) and combustion chambers. In order to qualify under the terms of the PPP, the service must be performed every **24,000 KMS**.

Penray's Direct Injection Engine Cleaning Service (gasoline or diesel engines, direct injection or multi-port): For gasoline or diesel fuel system cleaning service, an approved professional grade apparatus will need to be used for the throttle body application. The Penray Direct Injection Engine Cleaning Service **#2601** is eligible for use under the terms of this protection plan. Part number **2612** must be administered through the throttle body to effectively clean the back of the intake valves (gasoline or diesel engines) and combustion chambers. In order to qualify under the terms of the PPP, the service must be performed every **24,000 KMS**.

Penray's Automatic Transmission Tune-Up Service: must be performed using professional grade automatic transmission fluid exchange equipment. This service includes Penray's **Transmission Tune-Up Kit 6537**. **Penray's Professional Automatic Transmission Flush (6533)** will help harmful deposits to be flushed out and **Penray's Universal ATF Protectant (6536)** will increase the fluids ability to transfer heat and reduce transmission wear. The service must be performed every **48,000 KMS**.

Penray's Cooling System Re-Charge Service: must be performed using professional grade cooling system fluid exchange equipment. This service includes **Penray's Cooling System Re-Charge Kit 1102**. **Penray's Cool Prep Cooling System Cleaner (1212)** will help clean the entire cooling system. **Penray's Cool-Tec® 2 Cooling System Treatment (1112)** will help



guard against corrosion/scale buildup and increase the cooling system life. The service must be performed every **48,000 KMS**.

Penray's Power Steering Fluid Tune-Up Service: must be performed using professional grade power steering fluid exchange equipment. This service includes **Penray's Power Steering Fluid Tune-Up Kit 3902**. Penray's Power Steering Fluid System Flush (3210) helps suspend harmful contaminants and allows the old power steering fluid to be flushed and replaced with Penray's Premium Power Steering Fluid (3964) which is compatible with conventional power steering fluid. The service must be performed every **48,000 KMS**.

Penray's Engine Cleaning Service: will utilize **Penray's Engine Re-Charge Kit- 7502**. Penray's Oil System Cleaner (7512) will help remove sludge and dirt buildup and replaced with new motor oil. Penray's Motor Aid Concentrated Oil Treatment (3112) will help extend engine oil system component life. The service must be performed every **24,000 KMS**

Penray's Oil Cleaning & Treatment Services: must be performed using the specified oil required for the vehicle. The following Penray part numbers are eligible for use under the terms of this protection plan:

- **Engine Oil Treatment 3112**
- **Premium Oil & Fuel Service 7603 (includes 3112, 7612 & 2216). For gasolines engines only**
- **Oil & Fuel Service 7702 includes (3112 & 2216).**
- **Penray's Engine Oil Treatment (3112):**

will help extend engine oil system life. 2216 is a total fuel system cleaner and 7612 is a crankcase and differential cleaner. The service must be performed every **12,000 KMS**.

Penray's Differential/Gear Box Service: utilizes **Penray's Synthetic Gear Oils 3532 (75W-90) or 3632 (75W-140) depending on the vehicles specification**. Both products contain the limited slip additive package. Offers excellent performance in extreme temperatures, prevents corrosion and reduces drag for optimum fuel economy. Check owner's manual to verify if gear oil is specified for the application. If not, follow owner's manual product recommendation. In this situation, the warranty coverage will not apply as the Penray product is not being used. The service must be performed every **48,000 KMS**.

Penray's Brake Fluid Service: must be performed using professional grade brake fluid exchange equipment. The following Penray part numbers are eligible for use under the terms of this protection plan, **Heavy Duty DOT3 Brake Fluid 6000 series** and **Synthetic DOT4 Brake Fluid 6400 series**. Check vehicle information to ensure the correct brake fluid type is used. The service must be performed every **48,000 KMS** .

Penray's Catalytic Converter Cleaning Service: must be performed using professional grade equipment to administer product #2912 correctly through the throttle body. Penray part number 2901 is eligible for use under the terms of this protection plan as outlined below. The service must be performed every **48,000 KMS** to maintain warranty coverage.

This program is subject to the terms & conditions listed in the following sections:

Single Shield Protection Plan: The first service must be performed between **0 and 57,000 KMS**, by proof on the odometer and recorded by a professional technician in order for coverage to be reimbursed under this category. The maximum amount covered under this



category is **\$5000.00**. Following the first Penray PM Protection service, coverage reimbursement **will go into effect after the first 800 KMS**. Excludes 2901, see below for details.

Double Shield Protection Plan: The first service must be performed between **57,001 KMS** and **80,000 KMS**, by proof on the odometer and recorded by a professional technician in order for coverage to be reimbursed under this category. The maximum amount covered under this category is **\$2500.00**. Following the first Penray PM Protection service, coverage reimbursement **will go into effect after the first 800 KMS**. Excludes 2901, see below for details.

Triple Shield Protection Plan: The first service must be performed between **80,001 KMS** and **120,000 KMS**, by proof on the odometer and recorded by a professional technician in order for coverage to be reimbursed under this category. The maximum amount covered under this category is **\$1250.00**. Following the first Penray PENRAY'S LIFETIME PREVENTIVE MAINTENANCE PROTECTION PLAN PM Protection service, coverage reimbursement will go into effect after the first **800 KMS**. Excludes 2901, see below for details.

Penray Catalytic Converter Cleaning Service #2901 follows the following warranty parameters. The first service must be performed between **0** and **48,000 KMS** by proof on the odometer and recorded by a professional technician in order for coverage to be reimbursed under this category. The maximum amount covered for the Catalytic Converter Cleaning Service is the actual cost of the service performed by a professional technician. Following the first Penray PM Protection service, coverage reimbursement will go into effect.

This Program is not limited by Miles or Years. Following the first service, the services listed below must be performed every **48,000 KMS** in order for Penray's PPP coverage reimbursement to exist.

- **Penray's Automatic Transmission Tune-Up Service (6537)**
- **Penray's Cooling System Re-Charge Service (1102)**
- **Penray's Power Steering System Tune-Up Service (3902)**
- **Differential/Gear Box Service (3532, 3632)**
- **Brake Fluid Service (6000 series and 6400 series)**
- **Catalytic Converter Cleaning Service (2901)**



Following the first service, the services listed must be performed every **24,000 KMS** in order for Penray's PM Protection Plan coverage reimbursement to exist.

- Penray's Fuel System Cleaning Services (**2102, 2103, 2503 and 8101**)
- Penray's Direct Injection Engine Cleaning Service (**2601**)
- Penray's Engine Re-Charge Service (**7502**)

Following the first service, the services listed must be performed every **12,000 KMS** in order for Penray's PM Protection Plan coverage reimbursement to exist.

- Penray's Engine Oil Treatment **3112**
- Penray's Premium Oil & Fuel Service **7603** includes (**3112, 7612 & 2216**). For gasolines engines only
- Penray's Oil & Fuel Service **7702** includes (**3112 & 2216**).

All services referred to in this Penray PM Protection Plan must be performed by professional technicians servicing a licensed professional service center using Penray's Preventive Maintenance Products.

Claims:

Below is a detailed list that breaks down exactly what specified components will be covered within Penray's PPP:

- **The Fuel System Cleaning Services** (gasoline engines) 2102, 2103, 2503 will cover intake valves and fuel injectors (subject to malfunctions due to deposits). 8101 will cover intake valves and fuel injectors (subject to malfunctions due to deposits), oxygen sensors, throttle body, PCV (only if 2214 is used) and mass air flow sensor (only if 2520 is used).
- **The Direct Injection Engine Cleaning Service** (gasoline or diesel engines) 2601 will cover intake valves, throttle body and fuel injectors (subject to malfunctions due to deposits).
- **The Automatic Transmission Tune-Up Service** will cover any 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 protection plan. Leaking transmission seals and gaskets are not covered. In order to retain coverage, replacement transmission fluid must meet vehicle specifications.
- **The Cooling System Re-Charge Service** will cover the heater core, water pump, freeze plugs, and radiator. Hoses, clamps, thermostats and engine components are not covered. In order to retain coverage, replacement coolant must meet vehicle specifications.
- **The Power Steering Tune-Up Service** will cover the lubricated parts contained within the power steering gearbox or rack and power steering pump. Hoses, belts, brackets, seals and leaking gaskets are not covered. In order to retain coverage, replacement power steering fluid must meet vehicle specifications. Regular top-off power steering fluid will not be covered.
- **The Engine Cleaning Service** will cover all pistons, rings, timing gears or sprockets, valve lifters, cylinder liners or bores, push rods, turbo bearings, wrist pins and bushings, distributor drive gear, cam shafts and bearings, rods and rod bearings, oil



pump, rocker arms and pivots, crankshaft and bearings, intake valves and guides. Timing chains and belts are not covered under this protection plan.

- **The Oil Cleaning and Fuel Services** will cover crankshaft, cam shaft, oil pump, valves, lifters and rocker arms. Seals, gaskets, timing belt or chain and sensors are not covered.
- **The Differential/Gear Box Service** coverage is limited to the lubricated parts of the front or rear differentials, manual transmissions, transaxles or transfer cases. Items not covered include the differential housing, axle(s), pre-packed axle bearings, U-joint(s), CV boot(s), driveshaft(s), case, flywheel, clutch plate, pressure plate, clutch hydraulic actuators, seals and gaskets are not included.
- **The Brake Fluid Service coverage** is limited to brake system components specifically in contact with the brake fluid.
- **The Catalytic Converter Service** applies to check engine service code P0420. The process should include and document performing the catalytic converter cleaning service using Penray 2901 kit. Reset engine code. If P0420 reoccurs within 48 hours, check downstream oxygen sensors for proper performance. If Oxygen sensor is functional, reimburse customer for cost of catalytic converter service. Warranty does not include oxygen sensor, tools, catalytic converter or associated parts.

Procedures for submitting a claim: In the event of submitting a claim, please contact the Claims Administrator prior to having any repairs conducted:

Monday-Friday 8:00-5:00 CST
Penray Claims Administrator
440 Denniston Court, Wheeling, IL 60090
Ph. 847-459-5000
Email: CustomerService@Penray.com

In order to successfully process a claim, you must contact the Claims Administrator prior to having any repairs made to your vehicle. Any repairs done without the specific Claims Administrator authorization will not be covered under the PPP.

In order for this claim to be processed, you must provide the Claims Administrator with the following information:

1. All service repair orders showing vehicle was serviced as required in the terms and conditions of this Protection Plan.
2. All service repair orders showing vehicle was serviced as required in the terms and conditions of previous protection programs or service warranties (excluding OEM extended warranties) and proof of previous plan (if applicable).
3. A complete detailed statement of damages, procedures and an estimated repair cost must be provided. Refer to Conditions and Exclusions section.
4. Vehicle purchase date verification or lease agreement, if 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 an address specified by the Claims Administrator.



A claim number will be issued upon initial contact with the Claims Administrator. All documentation must be received by the Claims Administrator within 30 days of a claim number being assigned.

If vehicle ownership changes, the PPP and the coverage provided is transferable. Only authorized repairs made to vehicles operated in the United States of America are eligible for coverage under the PPP. The PPP will not cover any incidental or consequential damages.

Appraisal & Adjudication:

Payment of claims under this Protection Plan are subject to the labor time made necessary for repairs or to replace any irreparably damaged engine part listed as allocated by Mitchell's Flat Rate Guide or other industry accepted flat rate guides, at the commercial repair shop's posted labor rate, along with the reasonable cost of replaced parts of like kind and quality.

Conditions and Exclusions:

Coverage under the PPP is only provided for legally registered passenger cars, vans, motorcycles, SUVs and pick-up trucks with **GVW of 11,500 pounds or less**. The following criteria must not be evident or else the PPP becomes null and void:

- Vehicles that have been modified or used in competition, or those in agricultural use
- If the vehicle has been found that the odometer has ceased, malfunctioned or shows signs of tampering
- Claims resulting from collision, theft, fire, contamination of fluids, vandalism, misuse, acts of God, freezing, riot, abuse, negligence, lack of normal maintenance required by vehicle manufacturer
- Pre-existing conditions and/or damage to system components prior to the service are excluded and may be verified through independent parts analysis by Penray's Claims Administrator
- The use of any in-house maintenance/repair facilities
- 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 PPP is not in effect unless covered vehicle is equipped with factory-installed tow package or equal
- Failure to provide all necessary records will void coverage under the PPP
- Failure of a covered part that is a direct result of a mechanical or structural flaw that the manufacturer acknowledges through any means, such as public recalls or factory service bulletins, or that the manufacturer will repair at its expense is not covered
- State tax, local tax, storage fees, shop supplies, core charges, diagnosis, and rental vehicle costs incurred during repair of a covered part are not covered

Penray's Lifetime Preventive Maintenance Warranty is transferable to any other established Preventive Maintenance Warranty.

- In the event where another Preventive Maintenance Warranty is in place, Penray will transfer the existing Warranty into Penray's Lifetime Preventive Maintenance Warranty if the vehicle maintained as per our interval changes described herein.
- Once the first service is performed using Penray Preventive Maintenance products, the Warranty coverage will align with Penray's Terms & Conditions.



- In the event of a Warranty claim, proof of services performed under prior Warranty coverage must be submitted in order for total reimbursement to take place.

Resolving a Dispute:

In the event that any dispute arises between the parties in relation to the PPP, or out of the PPP, and the dispute is not resolved by negotiation, the parties agree to submit the dispute to binding mediation. Any party to the dispute may give written notice to the other party of his or her desire to commence mediation, and a mediation session must take place within 30 days after the date that such notice is given. Mediation will take place in Chicago, Illinois. The parties must jointly appoint a mutually acceptable mediator. If the parties are unable to agree upon the appointment of a mediator within 7 days after a party has given notice of a desire to arbitrate the dispute, any party may apply to a recognized mediation service organization located in Chicago, IL agreed to by the parties in writing, for appointment of a mediator. The parties further agree to share equally the costs of mediation, which costs will not include costs incurred by a party for representation by counsel at the mediation.