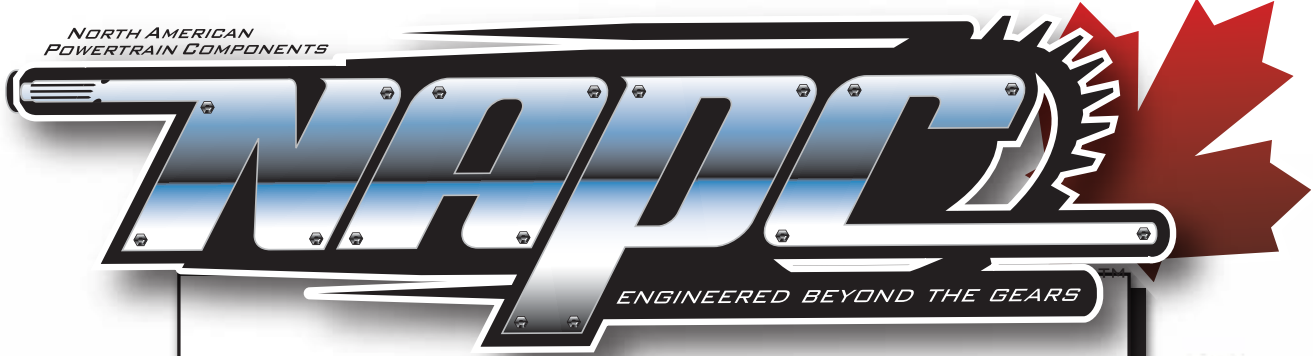


NORTH AMERICAN
POWERTRAIN COMPONENTS



PLEASE READ & FILL OUT THE
ATTACHED WARRANTY
REGISTRATION FORM TO
ACTIVATE YOUR WARRANTY

YOUR NEW WARRANTY IS

3 YEAR/160,000KM
NON-COMMERCIAL

3 YEAR/100,000KM
HEAVY HAULER

3 YEAR/100,000KM
COMMERCIAL



NAPC WARRANTY COVERAGE

Our warranty covers New and Remanufactured Manual Transmissions, Automatic Transmissions, Transfer Case and Differentials. Unless otherwise noted. From this page forward they will be referred to as "Unit(s)"

We have taken our warranty to a new level! NAPC's NEW warranty is 3 Year/160,000KM, non-commercial. 3 Year/100,000KM for Heavy Hauler series and commercial units.

Commercial includes: Ambulance, automotive off-highway use, delivery vehicles, police, snow removal, tow truck, taxi, hotshot service, farm, etc.

ALL External seals on our units have a 90-day warranty from time of installation

Remove & reinstall payouts

All payouts must be preauthorized before any work is done. No further warranty will be granted or paid unless authorized!

All claim labour rates are set at \$75.00 per hour based on Chilton or Mitchel Labour Guide. Fluid is covered but no claim for specialty fluid is allowed (i.e. Amsoil or Mobil1 synthetic) There are no exceptions to this rule. As well there will be no additional costs paid for shop materials or external coolers and flushing. All warranty claims must be preauthorized. A diagnosis time of 1 hour @ \$75.00 is allowed.

WARRANTY COVERAGE

NAPC warrants to the original buyer that any unit purchased shall be covered from defects in material and/or workmanship for 3 years or 160,000 KM. All Heavy Hauler and commercial use units have a 3 Year/100,000 KM warranty. This applies to all NAPC Transmissions, Transfer cases and Differentials. NAPC reserves the right to determine the course of action regarding repair and/or replacement of any and all warrantable units. **Work done under the warranty does not extend the life of the same.** This Warranty is VOID for any units purchased through anyone that is NOT an Authorized Dealer of NAPC Products, if this unit is purchased through a private sale; change of ownership or through any Internet sales/auction websites.



NAPC WARRANTY COVERAGE

NAPC will not be responsible for and the warranty does not cover:

1. Lost profits, sales or income
2. Towing charges
3. Lift, dock or storage fees
4. Telephone calls
5. Substitute transportation, lodging, etc.
6. Unauthorized repairs

This warranty does not cover damage, caused by the following, for Automatic Transmissions:

1. Incorrectly installed PTOs
2. Vehicles that are used over their GVWR
3. Transmission coolers that are not replaced as required
4. Wrong fluid use or incorrect fluid level
5. Shifter linkages not inspected, adjusted or replaced as required
6. Case breakage or shaft breakage
7. Incorrect, Worn, cracked or otherwise damaged Flex plate
8. Worn, damaged, or incorrect Mounts
9. Non-OEM vehicle calibrations, powertrain tuning, or modifications causing control issues.
10. Improper or insufficient line pressure supply from vehicle, including blocked, restricted, or inadequately sized cooling components
11. Failed or burnt Overdrive/4-5-6 clutch assemblies in 45RFE/545RFE/65RFE/66RFE/68RFE units.
12. CVI values or adaptive learn data outside OEM specification at installation or failure
13. Electrical faults external to the transmission (TCM/PCM, harnesses, grounds, communication networks) Oxygen, MAF, IAT, MAP and other related sensor issues causing engine driveability concerns. Charging system faults, inadequate battery voltage
14. Thermal damage from inadequate cooling system performance
15. Failure to follow installation, quick-learn procedures, or submit CVI data at install
16. Improper gear ratio for tire size: Appropriate Gear Ratios
 - 35 inch tires, required minimum is 3.73, desired is a 4.10
 - 37 inch tires, required minimum is 4.10, desired is a 4.30
 - 40 inch tires, required minimum is 4.56, desired is a 4.88

The customer is responsible for ensuring tunes, wiring, and functionality of the vehicle are in good working order.

RFE UNIT REQUIREMENTS

Applies to 45RFE/545RFE/65RFE/66RFE/68RFE transmissions:

- CVI values must be recorded and submitted at installation
- Any line pressure instability or Overdrive clutch distress in modified vehicles is excluded from warranty

DENIAL CLAUSE

NAPC reserves the right to deny any claim where vehicle-side conditions contributed to failure, including:

- Excessive power levels
- Improper relearn/quick learn/adaptive learn drive cycle not completed properly.
- Improper ECM/TCM tuning
- Cooling system restrictions
- Electrical control faults
- Abnormal tire/axle ratio changes causing overspeed or adaptive limit saturation

This warranty does not cover damage, caused by the following, for Manual Transmissions:

6. Incorrectly installed PTO's
7. Reverse gear clash
8. Vehicles that are used over their GVWR
9. Pilot bushings/bearings not replaced
10. Condition of clutch not verified
11. Release bearing not replaced
12. Shifter linkages not inspected, adjusted or replaced as required
13. Wrong fluid use

This warranty does not cover damage, caused by the following, for Transfer Cases:

1. Incorrect transfer case motor installed
2. Incorrect installation of transfer case motor
3. Incorrect linkage adjustment
4. Wrong fluid use
5. Inconsistent tire size or circumference on the vehicle

This warrant does not cover damage, caused by the following, for Differentials:

1. Driveshafts & u-joints are not inspected and replaced as necessary
2. Wrong fluid use
3. Any brake failure

To qualify for warranty, you must follow all installation instructions.

DIFFERENTIALS

FORD DIFFS _____	Oil Required
ALL _____	80/90 Gear Oil
DODGE/CHRYSLER DIFFS _____	Oil Required
ALL _____	80/90 Gear Oil
GMC/CHEVROLET DIFFS FRONT _____	Oil Required
ALL _____	75/90 Syn Gear Oil
GMC/CHEVROLET DIFFS REAR _____	Oil Required
ALL _____	80/90 Gear Oil

TRANSFER CASES

FORD _____	OIL REQUIRED
271 _____	ATF
273 _____	ATF
1354 _____	ATF
1356 _____	ATF
4404 _____	ATF
4405 _____	ATF
4408 _____	ATF
4407 _____	ATF
4410 _____	ATF
4411 _____	ATF
DODGE/CHRYSLER _____	OIL REQUIRED
205 _____	80/90 GEAR OIL
231 _____	ATF
233D _____	ATF
241 _____	ATF
242 _____	ATF
243D _____	ATF
244D _____	ATF
247 _____	ATF
249 _____	ATF
271 _____	ATF
273 _____	ATF
GMC/CHEVROLET _____	OIL REQUIRED
126 _____	ATF
136 _____	AUTOTRACK2
205C _____	80/90 GEAR OIL
208 _____	ATF
226 _____	AUTOTRACK2
233 _____	ATF
236 _____	AUTOTRACK 2
241 _____	ATF
243 _____	ATF
246 _____	AUTOTRACK 2
261 _____	ATF
263 _____	ATF
4401 _____	ATF
4470 _____	ATF

AUTOMATIC TRANSMISSIONS

FORD _____	OIL REQUIRED
CD4E _____	DEXRON III/MERCON
AXOD _____	DEXRON III/MERCON
AXODE _____	DEXRON III/MERCON
AX4S _____	DEXRON III/MERCON
AX4N 4F50N _____	MERCON®V
AODE _____	DEXRON III/MERCON
4R70/75W _____	MERCON®V
A4LD _____	DEXRON III/MERCON
4R44E _____	DEXRON III/MERCON
4R55E _____	DEXRON III/MERCON
5R44E _____	MERCON®V
5R55E _____	MERCON®V
5R55S/W _____	MERCON®V
E4OD _____	DEXRON III/MERCON
4R100 _____	DEXRON III/MERCON
5R110W _____	MERCON SP OR LV
6R80/6R140 _____	MERCON LV
10R60/10R80/10R140 _____	MERCON ULV
DODGE/CHRYSLER _____	OIL REQUIRED
A470 _____	MOPAR ATF +4
A670 _____	MOPAR ATF +4
41TE 604 606 _____	MOPAR ATF +4
A727 904 _____	MOPAR ATF +4
42RH/RE _____	MOPAR ATF +4
44RH/RE _____	MOPAR ATF +4
48RE _____	MOPAR ATF +4
47RH/RE _____	MOPAR ATF +4
48RE _____	MOPAR ATF +4
45RFE _____	MOPAR ATF +4
65RFE _____	MOPAR ATF +4
66RFE _____	MOPAR ATF +4
5-45RFE _____	MOPAR ATF +4
AS68RC _____	MOPAR AS68RC FLUID ONLY
722.6 NAG1 _____	MOPAR ATF +4
GMC/CHEVROLET _____	OIL REQUIRED
4T40/45E _____	DEXRON V1
4T65E _____	DEXRON V1
TH200R4 _____	DEXRON V1
TH350/TH400 _____	DEXRON V1
TH700R4 _____	DEXRON V1
4L60/65 _____	DEXRON V1
4L70/75 _____	DEXRON V1
4L80E _____	DEXRON V1
6L80/90E _____	DEXRON V1
6T70/75E _____	DEXRON V1
ALLISON 1000 _____	DEXRON V1
ALLISON 2000 2500 _____	TRANS SYD
8L45/90 _____	DEXRON HP
10L80/10L90/10L1000 _____	DEXRON ULV

STANDARD TRANSMISSIONS

FORD	OIL REQUIRED
ZF Small Block	Synthetic ATF +4
ZF Diesel	Synthetic ATF +4
ZF V10	Synthetic ATF +4
ZF 6 Speed	Synthetic ATF +4
M5R1	Synthetic ATF +4
M5R2	Synthetic ATF +4
T5 Mustang	Synthetic ATF +4
DODGE/CHRYSLER	
OIL REQUIRED	
NV4500	Synthetic GL-4 75W90
NV3500	Synthetic ATF +4
NV5600	Chrysler# 04874464AB
Getrag	Castrol Syntorq LT Chrysler# 4874459
A535	Synthetic ATF +4
AX5	Synthetic ATF +4
AX15	Synthetic ATF +4
Peugeot	Synthetic ATF +4
GMC/CHEVROLET	
OIL REQUIRED	
NV4500	Castrol Syntorq LT GM #12346190 Castrol
Getrag	Syntorq LT GM #12346190
T5 Camaro	Synthetic ATF +4

Please be sure to use the oil that is specified in order to receive full warranty. If the Oil Requirements Tag attached to your unit states a different oil to be used, this guide will supersede the attached tag.



North American Powertrain Components

12836-151 Street NW

Edmonton, AB

T5V 1G8

Phone: 780-456-4498

Fax: 780-451-5625

Toll Free: 866-456-4498



WARRANTY REGISTRATION FORM

The Warranty Registration must be filled out completely. You can return all documents in the plastic bag attached to your core. You may also go online to our website www.napc.ca to fill out an electronic copy of this form or fax to 780-451-5625.

The buyer MUST submit Warranty Registration and return the core within 30 days of purchase.

Purchased by: _____ Contact Name: _____

City/Province: _____ Phone Number: _____

Installation by: _____ Contact Name: _____

City/Province: _____ Phone Number: _____

Date of Purchase: _____

Unit Type: _____

Vehicle Model: _____

Oil Type Installed in Unit (*Specific Oil Must Be Written*): _____

Install Date: _____

Vehicle VIN#: _____

Vehicle License Plate # & Provincial/State: _____

Comments/Notes: _____

NAPC/NADP Invoice #: _____

Unit Serial # (*Located on BLUE metal tag*): _____

Make: _____

Year: _____

Amount of Oil installed (exact amount): _____

Odometer of vehicle at install: _____

PLEASE FILL OUT THIS FORM AT TIME OF INSTALLATION AND MAIL, FAX, OR EMAIL

NAPC/NADP 12836 - 151 Street Edmonton, Alberta, Canada T5V 1G8, 780.451.5625 or email info@napc.ca. Alternatively, you can visit www.napc.ca to register your NAPC unit.

Record CVI values RFE units

After you have run quick learn and road tested the vehicle on your 45,545,65,66 and 68RFE installation as outlined in the install instructions, use the table below to determine if your CVI values are within specification. Record CVI values from your scanner and record them in the table provided below and fax or email this in to NAPC with your warranty registration.

CLUTCH	WHEN UPDATED	PROPER CLUTCH VOLUME
L/R	2-1 3-1 or 4-1 Downshift	45-134
2C	4-3 or 3-2 Downshift	25-85
2C ALTERNATE	5-6 upshift	25-85
OD	3-4 Upshift	30-100
4C	4-5 Upshift	30-85
4C ALTERNATE	2-3 Upshift	30-85
UD	5-4 or 6-4 Kickdown	30-100

CLUTCH		Record Actual from Scanner
L/R		
2C		
2C ALTERNATE		
OD		
4C		
4C ALTERNATE		
UD		

PLEASE FILL OUT THIS FORM WITH THE CVI VALUES AT TIME OF INSTALLATION AND MAIL, FAX, OR EMAIL:

NAPC/NADP 12836 - 151 Street Edmonton, Alberta, Canada T5V 1G8, 780.451.5625 or email info@napc.ca. Alternatively, you can visit www.napc.ca to register your NAPC unit.

MANDATORY PROGRAMMING REQUIREMENTS

LEGAL NOTICE – READ CAREFULLY

Certain transmissions and transmission components supplied by the Company require mandatory electronic programming, setup, and/or relearn procedures prior to vehicle operation. These procedures include, but are not limited to:

- Solenoid Strategy and/or Solenoid ID Programming
- PUN (Part Unique Number) and TUN (Transmission Unique Number) Programming
- TCC Solenoid PI (Pressure–Current) Curve Programming
- Control Module / TEHCM Programming or Calibration

ALL REQUIRED PROGRAMMING PROCEDURES MUST BE COMPLETED IN ACCORDANCE WITH OEM GUIDELINES BEFORE THE VEHICLE IS OPERATED.

Failure to properly complete any required programming procedure, or failure to submit confirmation of completion with the warranty registration, shall **IMMEDIATELY AND AUTOMATICALLY VOID ALL WARRANTY COVERAGE**, without exception.

Any damage, malfunction, or failure resulting from improper, incomplete, skipped, or undocumented programming is expressly excluded from warranty consideration.

Submission of a warranty registration form constitutes acknowledgment and acceptance of these terms.

INSTALLER PROGRAMMING CONFIRMATION (REQUIRED)

I confirm that **ALL REQUIRED PROGRAMMING PROCEDURES** applicable to this unit have been completed successfully using OEM-approved equipment and procedures.

I confirm that **NO VEHICLE OPERATION** occurred prior to completion of all required programming.

I understand and acknowledge that **FAILURE TO COMPLETE OR DOCUMENT REQUIRED PROGRAMMING VOIDS WARRANTY.**

WARRANTY REGISTRATION CHECKLIST

The following items **MUST** be completed and submitted for warranty eligibility:

- Warranty registration form completed in full
- Confirmation that all required electronic programming has been completed
- Installer acknowledgment signed below
- Unit serial number recorded
- Vehicle information verified (VIN, year, make, model)

INSTALLER ACKNOWLEDGMENT & CERTIFICATION

By signing below, the installer certifies that all mandatory programming procedures required for this transmission or component have been completed exactly as outlined in the supplied installation instructions and in accordance with OEM specifications.

Installer Name (print): _____

Shop Name: _____

Phone / Email: _____

Unit Serial Number: _____

Date: _____

Signature: _____



CORE RETURN INSTRUCTIONS

Dear Valued NAPC Customer,

To coordinate ALL SHIPMENTS coming back to NAPC, Please have the following information ready BEFORE you call/email.

- Serial #
 - Invoice #
 - Dimensions (Length X Width X Height)
 - Weight
 - Pick up location Address
-
- Please contact info@napc.ca or via phone at Toll Free 1.866.456.4498 to arrange pickup.
 - Shipping & Bill of Lading instructions will be provided at time of booking by an NAPC team member
 - Please distribute this information to your internal teams responsible for shopping. We thank you for your attention in this matter and appreciate your business.

*Sincerely,
The NAPC Team*



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REMANUFACTURED UNIT CORE RETURN STANDARDS

DISPOSITION

CHARGEBACK AMOUNT \$ OR % OF CORE VALUE

Collect Shipments

Freight charges will be deducted from core credit

Unauthorized power tail gate or Residential pick-up.

\$125

Shipping Error

- Wrong weight
- Incorrect Dimensions
- Wrong address

\$100 + Difference in shipping charges

Improperly Drained

- Unit was not entirely drained of fluid.

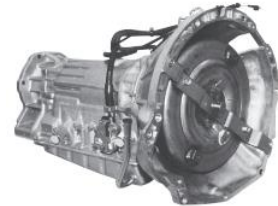
** Please note, certain 8- and 9-speed transmissions are self-contained and undrainable and not subject to policy.*

\$200.00

Missing Torque Converter or Retainer Bracket

- Transmission received was missing the torque converter
- Unit must be returned with torque converter retaining bracket installed

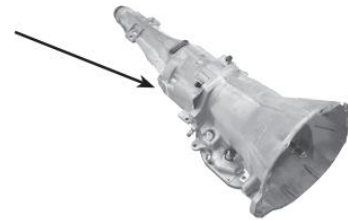
50%



Missing Overdrive

- Transmission received was missing overdrive

75%



Broken Input shaft/ Cracked Case

- Transmission received had a broken Input shaft
- Transmission received had a cracked case

50%

Converter will not come out of transmission

- Transmission received had a broken Input shaft that made the converter not removable.

75%



Missing Valve Body / Techm /Solenoid pack

- Transmission received had missing Valve Body and/or Techm and/or Solenoid pack

50%

Disassembled

- Unit was received in disassembled condition

100%

Wrong Part Received

- Unit was received was not the unit originally sold

100%



Warranty Process & Procedure

Do You Suspect A Problem?

Procedure 1: Initial Phone Call/Email To NAPC

Call **1-866-456-4498** or Email **Warranty@napc.ca**

A FIRST Conversation With The Following Information Is Required.

- NAPC serial # on Metal tag or NAPC invoice #
- Symptoms Of A Road Test
- Fault Codes That Come Up From A Scan
- Current Mileage & Installation Mileage



REASONS - Many times a simple phone call or email to NAPC tech support may have a solution to fix the problem at hand.

DO NOT REMOVE THE UNIT OR REPLACE ANY PARTS WITHOUT THIS FIRST PHONE CONVERSATION!

- **ANY Steps taken without prior approval will not be covered.**

Procedure 2: NAPC Warranty Department

At This Time, The NAPC Representative Will Determine The Required Action. This Action Will Include Either Repair or Replacement of Unit ALONG With A File Being Opened & Documented Regarding This Situation.

* **REPLACE UNIT:** IF It Has Been Authorized To Replace The Faulty Unit, A New Unit Will BE Sent Out By NAPC OR The Defective Unit Will Need To Be Sent Back To NAPC For Repair. **(A CHARGE FOR THE REPLACEMENT UNIT WILL BE MADE UNTIL THE FAULTY UNIT IS RETURNED.)**

***REPAIR UNIT:** UPON AUTHORIZATION, NAPC Will Sign Off On IN SHOP Repair Of Unit.
Parts - May Or May Not Be Required & Will Depend Upon The Specific Situation

ATTENTION

UNLESS Authorized By NAPC, No Repairs Will Be Paid Out, Without Following The Above Procedure **THERE WILL BE NO EXCEPTIONS MADE**

INVOICING / LABOR

* All Invoices For Repair / Replacement MUST have BOTH Defective serial Number & The NEW Units serial Number Present On The Invoice. If An Invoice Does Not Have Either Of The serial Numbers Present, It Will Be Sent Back.

* Payment For Warranty Claims Will Follow The INDUSTRY STANDARD Flat Rate System Found In Chilton, Mitchell & Motor Guidelines. Warranty Industry Standing Rates Have Been Set At \$75 per hour.