

Moveras Remanufactured Automatic Transmission Warranty and Labor Claim Policies and Procedures

Warranty – 3 year, 75,000 miles:

Available for passenger cars and trucks one (1) ton or less, the vehicle is eligible for this warranty if the Gross Vehicle Weight Rating (GVWR) does not exceed **14,000 pounds (4,536 to 6,350 kg)**. (All ambulances, tow trucks snow removal vehicles, taxi and package delivery and any other commercial vehicles are **ONLY** warrantied for 90 days after installation). **Please note, warranties do not go back to the DC. Please follow these instructions on how to properly handle any warranty issues with Moveras Remanufactured Automatic Transmissions.**

For all warranty claims and technical support, call **Moveras Tech Support at 877-531-2723**.

Please provide:

1. Transmission serial number (stamped on the transmission, on the warranty card, and with documentation provided with the unit)
2. VIN installation mileage and current mileage
3. Description of the problem
4. Contact information to the installer or technician if not you

MOVERAS Tech Support will contact the installer or repair shop within 30 minutes of first call.

MOVERAS Tech Support will determine whether a field repair or full replacement is required and will issue an RMA number in either case.

- No unit may be returned for credit without an RMA number
- No labor claim will be processed without an RMA number

OVER 50% OF ALL PROBLEMS ARE ABLE TO BE SOLVED OVER THE TELEPHONE WITH NO REPLACEMENT BEING REQUIRED.

Labor Claims:

If either a field repair or a full replacement is required, labor claims **MUST** be filed through NAPA Tech Support on a Labor Claim form. They can be filed on line at www.napa.moveras.com. Labor claims are paid at \$50.00 per hour based on All Data warranty hours and a flat \$20.00 for fluid with a \$300.00 cap (maximum) for each RMA.

Do not file a Sonsio labor claim. All Claims Must Be Filed Directly with Moveras.

- Labor claims must be filed within 30 days of the RMA issue date. The failed unit must be returned to Moveras for failure analysis before labor claims will be paid.
- If the failure is found to be a result of a manufacturing defect, the labor claim will be paid directly to the party filing the claim.
- If the failure is found to be the result of either a vehicle or an installation error including but not limited to: misdiagnosis, poor cooling system flushing, lack of coolant flow, improper torque converter installation, external electrical or connection related issues or driver abuse, a full diagnostic repair will be provided and or posted on-line and the labor claim will be denied.

Please follow these warranty and labor claim instructions to avoid unnecessary delays in handling either a warranty or a labor claim.

Did You Know?

The most frequent cause of failures of new transmissions is caused by improper flushing of the cooling system for your transmission. When your transmission failed, it burned the transmission fluid and contaminants and debris entering the cooling system. If that cooling system is not completely cleaned prior to installing the new transmission, that contaminated fluid will enter the valve body and other areas of the new unit and cause an almost immediate failure. Watch our installation videos at www.napa.moveras.com